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Highland Council  
Council Headquarters  
Glenurquhart Road  
Inverness  
IV3 5NX

11 July 2023  
2023383270  
CS2003013517

Dear Sir/Madam

## IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 4 May 2023 you were served with an Improvement Notice in relation to Mount Pleasant Nursery, Mount Pleasant Primary School, Castletown Road, Thurso, KW14 8HL, 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.

The Care Inspectorate has decided to extend the timescale within which the improvements must be made 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:

### Improvements

1. **By 29 September 2023, extended from 19 June 2023**, you must ensure that children's health, welfare and safety needs are consistently met. In particular you must ensure that:

- a) every child has a comprehensive and up-to-date personal plan that outlines how staff should meet their current health, welfare and safety needs, and
- b) all staff must use the information within the personal plans to meet children's health, welfare and safety needs.

**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)**

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY  
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2. **By 29 September 2023, extended from 19 June 2023**, all required improvements to children's health, welfare and safety needs must be identified and addressed through effective quality assurance processes.

**This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**

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: [Redacted]

cc: Local Authority – Chief Executive - Highland Council

[Redacted]

[Redacted]

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