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Bizzy Bees, a Partnership  
Arbroath Friends of Guiding  
21-23 Ogilvy Place  
Arbroath  
DD11 4DE

8 November 2023  
2023383312  
CS2022000131

Dear Sir/Madam

**IMPROVEMENT NOTICE**  
**SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 (“the Act”)**

Social Care and Social Work Improvement Scotland (hereinafter referred to as “the Care Inspectorate”) has concluded that Bizzy Bees, Arbroath Friends of Guiding, 21-23 Ogilvy Place, Arbroath, DD11 4DE is not operating in accordance with the requirements of Regulations made under the Act. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

**Improvements**

1. **By 17 November 2023**, you must ensure children's medical needs are safely managed.

To do this, you must, at a minimum, ensure that:

- a) medical permission forms are in place, fully completed by families, and are in line with the service's own policy and procedures;
- b) staff are knowledgeable and competent in relation to their role in supporting children's health and wellbeing needs;

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c) recording of medication and procedures for storage of medication are in line with Care Inspectorate 'Management of Medication in Day Care of Children and Childminding Services' guidance;

d) staff are aware of all children's medical needs which include signs, symptoms and medication they require; and

e) a system is put in place and implemented to ensure regular audits of medication and all paperwork relating to medication are carried out.

This is 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)

**2. By 24 November 2023**, you must ensure that children can play in a safe environment that has been appropriately risk assessed to minimise any potential hazards.

To do this, you must, at a minimum, ensure that:

a) risk assessments are regularly updated to include all potential risks for both indoor and outdoor environments including the gap under the boundary fence in garden;

b) the gaps under and through the boundary fence in the garden are safely and securely covered to ensure children cannot leave the premises;

c) the emergency evacuation plan is reviewed and updated following on from the visit from the fire service to ensure the safe evacuation of the building in the event of an emergency; and

d) suitable contingency plans are put in place for providing shelter for children and staff during emergency evacuations.

This is 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)

**3. By 1 December 2023**, you must ensure that children are safeguarded and kept safe from harm or abuse.

To do this, you must, at a minimum, ensure that:

a) management have the appropriate knowledge and skills to recognise and identify possible signs of concern, record this information clearly and accurately and make appropriate referrals if required;

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b) staff are aware of how to record and report child protection concerns appropriately and ensure they have access to up-to-date guidance and key contact details for local child protection teams; and

c) all staff have undertaken child protection training to develop their knowledge and skills.

This is to comply with Regulations 4(1)(a) and 15(b)(i) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**4. By 1 December 2023**, you must ensure that every child has a comprehensive and up to date personal plan in place.

To do this, you must, at a minimum, ensure that:

a) each personal plan outlines how staff should meet the children's health, welfare, and safety needs. The plans must include detailed and accurate information relating to allergies, medical needs and additional support needs;

b) personal plans are signed and dated and reviewed and updated by parents or carers, at least every six months or sooner depending on the individual needs of the child; and

c) all staff have an appropriate understanding of each child's current needs and use this knowledge to fully meet them.

This is to comply with Regulations 4(1)(a) and 5(1) & (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**5. By 1 December 2023**, you must ensure that appropriate and effective infection prevention and control measures are put in place.

To do this, you must, at a minimum, ensure that:

a) staff take part in effective hand sanitising and handwashing at all appropriate times;

b) children take part in effective handwashing at all appropriate times using warm water and soap; and

c) toys and resources are appropriately cleaned after use.

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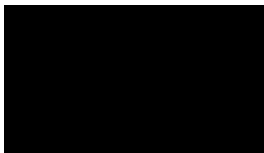
This is to comply with Regulations 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210)

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

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

Yours sincerely



**Emma Kerr**

Team Manager

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cc: Local Authority – [REDACTED] Angus Council  
[REDACTED]