

Thu 02/04/2020 16:45  
[redacted]  
FW: St Mary's Kenmure  
[redacted]

OFFICIAL

Hi [redacted]  
Thanks for this morning, sorry I had to leave sharpish.  
I am forwarding you correspondence received from the above and our response.  
Will keep you updated.  
Best wishes.

[redacted]

[redacted]  
[redacted]  
[redacted]



Compass House,  
11 Riverside Drive,  
Dundee, DD1 4NY  
[redacted]

OFFICIAL

**From:** [redacted]  
**Sent:** 02 April 2020 16:40  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** RE: St Mary's Kenmure

OFFICIAL

Thank you for this information and I can confirm [redacted] did discuss the broad circumstances of the situation with [redacted].

[information withheld – not in scope of Freedom of Information Request]

[redacted]

**We would wish to confirm whether this is indeed the case and also the provider [redacted] contingency arrangements during this period – particularly considering the very significant challenges facing services at this time.**

**It would also be useful to have the most up to date contact details of the Chair of the Board in terms of any future urgent or prompt contact that is required. I would be happy to discuss the situation with them further if this would help.**

I should notify you that, as a matter of course, we have informed the Registrar for Independent Schools, as per our Memorandum of Understanding with them. We will also formally notify the relevant Scottish Government division, for their information, due to their secure licensing responsibilities.

Many thanks and I look forward to hearing from you.

[redacted]

[redacted]

[redacted]

[redacted]



Compass House,  
11 Riverside Drive,  
Dundee, DD1 4NY  
[redacted]

OFFICIAL

**From:** [redacted]

**Sent:** 02 April 2020 11:29

**To:** [redacted]

**Subject:** St Mary's Kenmure

We are the Company Secretary to St Mary's Kenmure.

We understand that [redacted] has been in touch with you.

We are not sure what you know about matters but the situation is that the Board – through the Chair – was circulated with two anonymous letters purporting to be from members of staff.

These letters were treated as “whistleblowing”.

This followed advice which the Board took on them.

As a result, the Board gave copies of the letters to the senior management team.

The Board has instructed a survey of staff which was issued to all staff members on Friday 27<sup>th</sup> March 2020 by post with a return date of Monday 4<sup>th</sup> April 2020.

These surveys will be collated and may be pursued.

[redacted] felt that this matter should be reported to the Care Inspectorate and the SSSC.

[redacted]

Could you please clarify a number of points:-

Are these issues narrated above something that should be reported to you and if so how?

Please clarify what does the Care Inspectorate consider to be misconduct?

Please also advise what criteria are to be used to intimate these issues (if they are to be investigated) and what you consider the Inspectorate should be involved with?

If you need anything further please reply by e-mail currently.

Yours faithfully

McSparran McCormick  
Company Secretary  
**St Mary's Kenmure (Charity No. SC029984)**  
Waterloo Chambers, 19 Waterloo Street, Glasgow G2 6AH

[redacted]

(FPM/AN)

File: SMK (194)



This email is from a law firm. It is confidential and may be privileged. If it is not for you please inform us and delete it. If the content is not about the business of the firm or its clients then the message is neither from nor sanctioned by the firm. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

COVID-19: We continue to put people at the heart of all we do – now more than ever – and this means everything we do is aimed at keeping people safe and services supported. The health and wellbeing of our people, and all those we come into contact with comes first. We have made the decision to scale down our inspections during this time and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience. We are working remotely - away from our local offices - and using technology to connect in with people. You can contact us via email at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or you can find all information related to COVID-19 on our website. Offices are also closed to members of the public until further notice.

This email may contain confidential information and its content is solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please inform the sender that you have received this email in error before deleting it. Any disclosure, reproduction, copying, distribution or other dissemination or use of this email is strictly prohibited. All outgoing messages are checked for viruses however no guarantee is given that

this email message, and any attachments, are free from viruses. You are strongly advised to check for viruses using your own virus scanner. The Care Inspectorate will not accept responsibility for any damage caused as a result of virus infection.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

Fri 03/04/2020 17:18

[redacted]

RE: Office Chief Social Work Advisor - Letter to St Mary's Board

[redacted]

[redacted]; Mail [mail@mcsparanmccormick.co.uk](mailto:mail@mcsparanmccormick.co.uk)

Dear [redacted], [redacted],

Further to your letter of 03 April 2020, I wish to confirm that we take the safety and security of our young people very seriously, and the Board and staff will endeavour to ensure that this continues to happen. Our team at St Mary's Kenmure are today meeting to put in place a contingency plan. This plan should be with the Board of Directors on Monday and after evaluation and approval, we can share this information with you.

We thank you for your offer of support, it is very much appreciated, but at the moment, I believe it may not be required.

Kind Regards

[redacted]

[redacted]

**St Mary's Kenmure and Stepdown**

St. Marys Road, Bishopbriggs, Glasgow, G64 2EH

Tel: 0141 586 1200

Websites:

[www.stmaryskenmure.org.uk](http://www.stmaryskenmure.org.uk)

[www.stepdown.org.uk](http://www.stepdown.org.uk)

**From:** [redacted]

**Sent:** 03 April 2020 08:41

**To:** [redacted]

**Cc:** [\[redacted\]](#)

**Subject:** [EXTERNAL] [redacted] - Letter to St Mary's Board

**Importance:** High

Morning [redacted],

Please find attached a letter sent on behalf of [redacted]

Kind regards,

[redacted]

[redacted]

Care and Justice | Children and Families Directorate | Scottish Government  
0131 244 5444 | Area 2A South, Victoria Quay, Edinburgh EH6 6QQ

Making Scotland the best place to grow  
up

[www.gov.scot/childrenandfamilies](http://www.gov.scot/childrenandfamilies) | [@girfec](https://twitter.com/girfec) |

[#bestplacetogrowup](https://twitter.com/bestplacetogrowup)



\*\*\*\*\*

\*\*\*\*

This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system and inform the sender immediately by return.

Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.

\*\*\*\*\*

\*\*\*\*

---

Arnold Clark Automobiles Limited / Registered Office 454 Hillington Road, Glasgow, G52 4FH / Registered in Scotland No. 36386 / VAT Registration No. GB 334331879. The following subsidiary companies, also registered in Scotland, have the same Registered Office and VAT Registration Number as the parent company: Arnold Clark Finance Limited, Registration No. 39597 (also trading as Arnold Clark Vehicle Management, Activa Contracts and Arnold Clark Car and Van Rental) / Harry Fairbairn Limited, Registration No. 43023. GTG Training Limited, another subsidiary company registered in Scotland, also has the same Registered Office / Registration No. 290157 / VAT Registration No. GB 382946709. Arnold Clark Insurance Services Limited, another subsidiary company registered in Scotland, also has the same Registered Office / Registration No. 192797. Arnold Clark Automobiles Limited is authorised and regulated by the Financial Conduct Authority (FRN 308092). Arnold Clark Finance Limited / Arnold Clark Insurance Services Limited / Harry Fairbairn Limited are appointed representatives of Arnold Clark Automobiles Limited. This e-mail message is confidential and is for the intended recipient only. If you are not the intended recipient, any unauthorised copying, disclosure or other use of the message is prohibited. If you received this message in error, please contact the Arnold Clark Support Team on +44 (0)141 648 1088 and delete the message from your system. Any attachment with this message should be checked for viruses before it is opened. Arnold Clark cannot be held responsible for any failure by the recipient to test for viruses before opening any attachment. If you communicate with anyone at Arnold Clark by e-mail, you consent to us monitoring and reading any such correspondence for the purposes of training and maintaining professional standards. Any views or opinions expressed in this message are those of the author and not necessarily those of the company. [www.arnoldclark.com](http://www.arnoldclark.com)

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

Tue 07/04/2020 17:01

[redacted]

FW: St. Mary's Kenmure, Secure Care Service, Bishopbriggs, Glasgow

[redacted]

[redacted]

[redacted] and [redacted],

The Care Inspectorate have provided us with the briefing note below about the St Mary Kenmure secure care service.

Many thanks,

[redacted]



[redacted]

[redacted]

**Social Care Support Division**

[redacted]

British Sign Language (BSL) users can [contact us via](#) **contactSCOTLAND-BSL**

**From:** [redacted]

**Sent:** 07 April 2020 16:56

**To:** [redacted]

**Cc:** [redacted]

**Subject:** St. Mary's Kenmure, Secure Care Service, Bishopbriggs, Glasgow

OFFICIAL

Dear [redacted]

The Care Inspectorate has been informed of two anonymous letters believed to be [redacted] sent to the Chairman of St. Mary's Kenmure, Board of Directors. The correspondence outlined concerns about the alleged conduct of [redacted], [redacted] and [redacted]. Following the receipt of this information the Board decided to investigate the concerns, but not suspend [redacted]. [redacted]. The Board has held a contingency meeting where alternative arrangements are in place to ensure that St Mary's meets all of the statutory, regulatory and other requirements.

St. Mary's Kenmure, Bishopbriggs, Glasgow was registered by the Care Inspectorate on 24 January 2012 to provide a secure accommodation service to 24 children and young people with an additional three short term/respite beds available. The service was last inspected on 4 December 2019 and was awarded evaluations of good for wellbeing and setting, very good for staffing and care and support planning and excellent for leadership.

The registrar of independent schools has been informed. We will continue to liaise with the Board of Directors to ensure the safety and wellbeing of children and young people is paramount and take any scrutiny action as appropriate.

Best wishes

[redacted]

[redacted]  
Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[redacted]

[redacted]  
Follow us on Twitter: @careinspect

OFFICIAL

COVID-19: We continue to put people at the heart of all we do – now more than ever – and this means everything we do is aimed at keeping people safe and services supported. The health and wellbeing of our people, and all those we come into contact with comes first. We have made the decision to scale down our inspections during this time and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience. We are working remotely - away from our local offices - and using technology to connect in with people. You can contact us via email at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or you can find all information related to COVID-19 on our website. Offices are also closed to members of the public until further notice.

This email may contain confidential information and its content is solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please inform the sender that you have received this email in error before deleting it. Any disclosure, reproduction, copying, distribution or other dissemination or use of this email is strictly prohibited. All outgoing messages are checked for viruses however no guarantee is given that this email message, and any attachments, are free from viruses. You are strongly advised to check for viruses using your own virus scanner. The Care Inspectorate will not accept responsibility for any damage caused as a result of virus infection.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---



Wed 08/04/2020 09:27  
[redacted]  
**RE: St Mary's Kenmure**  
[redacted]

OFFICIAL

Thank you for this response [redacted] and details on the revised management structure.

The sudden loss of two such [redacted] posts in any organisation would cause some short term uncertainties and pressures. Whilst it is positive that a more regular supervision frequency is to be put in place we are concerned, at this time of social care crisis, about the support on offer to the new management team. We would ask the Board, in the first instance, reflect on this further. We would be suggesting that structured support systems are put in place which provide senior operational management support and mentoring to the new management team. It would be beneficial if this external support had experience within the specialist secure field and it may be that this can be sought/offered within the wider sector in Scotland.

It would be helpful to get the Boards response to this and am available for any direct conversations that the Board would wish to have on the matter.

Best wishes

[redacted]

[redacted]  
Children and Young People's Team



Compass House,  
11 Riverside Drive,  
Dundee, DD1 4NY  
[redacted]

OFFICIAL

**From:** Mail <[mail@mcsparanmccormick.co.uk](mailto:mail@mcsparanmccormick.co.uk)>

**Sent:** 07 April 2020 15:48

**To:** [redacted]

**Subject:** St Mary's Kenmure

Dear [redacted], [redacted] & [redacted]

Further to previous correspondence between [redacted] and myself and the firm as Company Secretary, here is the structure which is proposed as an interim measure.

**[redacted]**

Social Care

Payroll

Learning and Development

Quality Improvement

**[redacted]**

Education

Health and Wellbeing

**[redacted]**

HR, Administration and

Facilities

Service Manager (TBC) to support the above.

Additionally, [redacted] will adopt the role of Child Protection Officer and represent SMK at the weekly Scottish Government conference calls and [redacted] will oversee Health and Safety.

In terms of business continuity, the priority continues to be COVID-19 resilience and ensuring the health and safety of all young people and staff.

[withheld – out of scope of Freedom of Information request]

[withheld – out of scope of Freedom of Information request]

The Board has planned a tiered approach to moving appropriately skilled staff into direct care roles as and when the need presents itself.

The Board also intends to conduct a monthly analysis of overtime costs and staff absence for comparison with previous years, in order to establish the financial and resourcing implications of current events.

With immediate effect, staff throughout the organisation will receive 4 weekly supervision. This will be an opportunity to reiterate the Board's support and gratitude for their efforts at this difficult time.

There are a few points we have been asked to emphasise.

1. The adverts for the posts will be placed shortly.
2. Dòchas House will not open in the immediate future – partly because it hasn't been registered we understand and partly because of the virus.

In addition to that, these proposals are temporary pending the recruitment exercise being concluded.

I look forward to hearing from you with any comments on what is proposed and will be implemented.

[redacted]

McSparran McCormick  
Company Secretary  
**St Mary's Kenmure (Charity No. SC029984)**  
Waterloo Chambers, 19 Waterloo Street, Glasgow G2 6AH

Tel: 0141 248 7962

Fax: 0141 204 2232

E-mail: [mail@mcsparanmccormick.co.uk](mailto:mail@mcsparanmccormick.co.uk)

DX: GW534 GLASGOW

(FPM/AN)



This email is from a law firm. It is confidential and may be privileged. If it is not for you please inform us and delete it. If the content is not about the business of the firm or its clients then the message is neither from nor sanctioned by the firm. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

COVID-19: We continue to put people at the heart of all we do – now more than ever – and this means everything we do is aimed at keeping people safe and services supported. The health and wellbeing of our people, and all those we come into contact with comes first. We have made the decision to scale down our inspections during this time and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience. We are working remotely - away from our local offices - and using technology to connect in with people. You can contact us via email at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or you can find all information related to COVID-19 on our website. Offices are also closed to members of the public until further notice.

COVID-19: We continue to put people at the heart of all we do – now more than ever – and this means everything we do is aimed at keeping people safe and services supported. The health and wellbeing of our people, and all those we come into contact with comes first. We have made the decision to scale down our inspections during this time and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience. We are working remotely - away from our local offices - and using technology to connect in with people. You can contact us via email at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or you can find all information related to COVID-19 on our website. Offices are also closed to members of the public until further notice.

This email may contain confidential information and its content is solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please inform the sender that you have received this email in error before deleting it. Any disclosure, reproduction, copying, distribution or other dissemination or use of this email is strictly prohibited. All outgoing messages are checked for viruses however no guarantee is given that this email message, and any attachments, are free from viruses. You are strongly advised to check for viruses using your own virus scanner. The Care Inspectorate will not accept responsibility for any damage caused as a result of virus infection.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

Thu 30/04/2020 13:37

[redacted]

Interim management arrangements at St Mary's Secure Accommodation Service

[redacted]

[redacted]

OFFICIAL

Hi [redacted],

Further to our conversation this morning, please find attached the interim management arrangements for St Mary's.

As will be apparent from this, the new management team has extensive experience and qualifications which should enable them to cover all essential aspects of service management until such time as a [redacted] and [redacted] can be recruited.

As discussed, I have spoken with both [redacted] and [redacted] this week, and I am satisfied that together with [redacted] and [redacted] they have the knowledge, experience and commitment necessary to effectively support St Mary's over the coming weeks.

They also have an established record of working co-operatively with the Care Inspectorate, which is always helpful.

Please feel free to contact me by e-mail or on my mobile if you need further information or clarification.

[redacted]

[redacted]

Inspector

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[redacted]

OFFICIAL

COVID-19: We continue to put people at the heart of all we do – now more than ever – and this means everything we do is aimed at keeping people safe and services supported. The health and wellbeing of our people, and all those we come into contact with comes first. We have made the decision to scale down our inspections during this time and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience. We are working remotely - away from our local offices - and using technology to connect in with people. You can contact us via email at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or you can find all information related to COVID-19 on our website. Offices are also closed to members of the public until further notice.

This email may contain confidential information and its content is solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please inform the sender that you have received this email in error before deleting it. Any disclosure, reproduction, copying, distribution or other dissemination or use of this email is strictly prohibited. All outgoing messages are checked for viruses however no guarantee is given that this email message, and any attachments, are free from viruses. You are strongly advised to check for viruses using your own virus scanner. The Care Inspectorate will not accept responsibility for any damage caused as a result of virus infection.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---