

The Hollies Childcare Facility Operational Plan

Authoriser: Lynnette Collins

Responsible Individual: Sarah Murray and Lynnette Collins

Registered Charity Number: 1196324

Revision History

Issue/Draft	Date	Comments/Reason for Change
Draft A	15 th March 2018	Initial release for comment
Issue 1	1 st April 2018	Comments received from Management Committee
Issue 2	1 st April 2019	Annual Document Review
Issue 3	1 st September 2019	Changes to Financial Planning Section and inclusion of new staff and Roles
Issue 4	17 th March 2021	Annual Document Review
Issue 5	19 th October 2021	Amendment to include change of name of setting and Registered Charity Number
Issue 6	26 th September 2022	Annual Document Review to include updated telephone and CIW registration numbers
Issue 7	23 rd November 2022	Amendment to include change of Deputy Person in Charge HOSC
Issue 8	2 nd March 2023	Amendment to include change of staff
Issue 9	26 th April 2024	Amendment to include change of staff role
Issue 10	10 th September 2024	Annual Document Review to include staffing changes
Issue 11	8 th September 2025	Annual Document Review to include staffing changes
Issue 12	11 th February 2026	Amendment to include staffing changes

Acronyms & Abbreviations

Acronym/Abbreviation	Definition
DBS	Disclosure and Barring Service
CIW	Care Inspectorate Wales
CAO	Chief Administration Officer

Glossary

Term	Definition
The Hollies	Refers to The Hollies Childcare Facility

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1.0 Purpose

The Hollies Childcare Facility Operational Plan supports and underpins The Hollies statement of purpose. Use and review of the operational plan identifies where and how improvements and developments can be made in the service. This in turn identifies any amendments to the statement of purpose.

2.0 Background Information

The Hollies Playgroup was formed in September 2015. The Hollies Out of School Club was formed in February 2018. The Hollies Childcare Facility was formed and registered as a charity in October 2021 to offer quality, accessible childcare for children pre-school to aged 11. It was set up in response to demand from working parents looking for affordable and suitable childcare in the area.

3.0 Aims and Objectives

The aim of The Hollies Childcare Facility is;

- To provide the necessary facilities for the daily care, recreation and education of children of pre-school age and during out of school hours for children from pre-school age to 11.
- To advance the education and training of the persons in the provision of such care, education and recreational facilities.

4.0 The Hollies Premises / Facilities Offered

The Hollies Childcare Facility is based on the site of Gwauncelyn Primary School in its own building with the use of outdoor areas.

The Hollies Childcare Facility provides appropriate areas for a range of needs including a food preparation / consumption area, a large play area and outdoor play space. Toilet and first aid facilities are available as well as storage and administrative space. There is a sufficient number of toilets available for use by the children attending The Hollies, and separate toilets for use by staff.

No pets are kept on the premises.

5.0 The Hollies Out of school Club Detail

Name	The Hollies Childcare Facility
Address	c/o Gwauncelyn Primary School Heol Deg Tonteg Pontypridd Rhondda Cynon Taff United Kingdom
Postcode	CF38 1EU
Mobile Telephone Number	07395 173263
Telephone Number	01443 744374
Date Opened	7 th March 2022
Legal Status / Management Structure	Registered Charity Number: 1196324. Managed by Committee.
Age ranges of children admitted	From pre-school to age 11
Type of Organisation	Full day care
Opening Times	From 08.00 to 17.30
CIW Registration Number	CYM00003386

Table 5-1 HOSC Detail

6.0 Staff / Personnel

Responsible Individuals	Mrs Sarah Murray Mrs Lynnette Collins
Person in Charge/Chief Administration Officer	Mrs Sarah Murray
Person in Charge Playgroup and Person in Charge of Out of School Club	Mrs Claire Malkin
Person in Charge of Holiday Club. Person responsible for Food Preparation. Deputy Person in Charge HOSC	Mrs Sharon Williams
Hollies Assistant	Mrs Paula Davies-English
Hollies Assistant/Deputy Person in Charge of Holiday Club	Miss Abbey Smith
Hollies Assistant	Miss Sally Smith
Hollies Assistant	Miss Amy Bartlett
Hollies Assistant	Mr Callum Barrett
Hollies Assistant	Mrs Helen Davies
Relief Hollies Assistant - HOSC	Miss Aurora Bartolomei

Responsible Individuals	Mrs Sarah Murray Mrs Lynnette Collins
Relief Hollies Assistant – HOSC / holiday club	Ms Sarah Parfitt
Relief Hollies Assistant – holiday club	Miss Leila Martin
Child Protection Officer	Mrs Sarah Murray
Nominated First Aider	Mrs Sarah Murray, Mrs Claire Malkin
Person with responsibility for Behaviour	Mrs Sarah Murray
Person with responsibility for Data Protection	Mrs Sarah Hearne
Nominated Fire Officer	Mrs Claire Malkin

Table 6-1 List of Staff / Personnel

7.0 Organisational Structure / Line Management

7.1 Management Committee

The Hollies Childcare Facility is managed via a Management Committee and will remain financially and procedurally independent of Gwauncelyn Primary School. The Committee holds overall responsibility to ensure the effective running of The Hollies. The Committee will consist of seven members and will be headed by a Chairperson, supported by a Treasurer and Secretary. The Committee will meet termly (in accordance with the Gwauncelyn Primary School's calendar) to discuss progress, areas of improvements and feedback from parents / carers. If required by circumstance, the committee holds additional meetings as and when required.

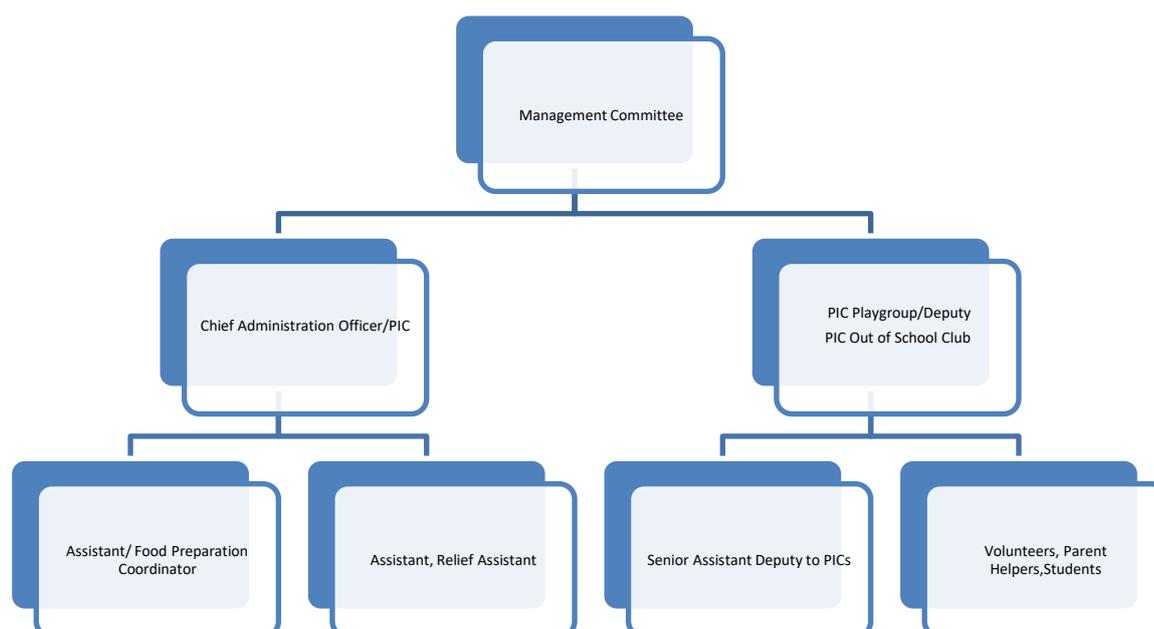


Figure 7-1 Organisation Structure

7.2 Staff and Staffing Ratios

On recruitment, staff (and volunteers) are vetted in line with regulatory requirements which include a DBS enhanced disclosure check and receive induction which includes health and safety and child protection policies and procedures during their first week of employment.

Staff are qualified to levels that meet or exceed National Minimum Standards for Regulated Day Care and staff qualifications and training needs are reviewed during quarterly supervision sessions and annual appraisals.

Staff meetings are held half termly to discuss any matters of concern and areas for development. Outcomes of these meetings contribute to The Hollies action plans for improvement and ongoing review of quality of care.

The Hollies always works to adult / child ratios which meet or exceed current legislation. There are currently 10 permanent members of staff plus 1 reserve playworker.

8.0 The Hollies Childcare Facility Policies and Procedures

The Hollies has an extensive set of policies and procedures. These set out the standards to which the setting runs.

This Operational Plan, Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Parents / carers are informed of any changes to policies and procedures that affect them, and they will be asked to sign a new copy of the parent contract indicating acceptance.

List of all policies, procedures and forms (which may include, but is not limited to):

Document Reference	Document Title
HPD-001	Statement of Purpose
HPD-002	Parent Contract
HPD-003	Parent Handbook
HPD-004	Individual Needs Policy
HPD-005	Confidentiality Policy
HPD-006	Behaviour Management Policy
HPD-007	Medication Policy and record with consent form
HPD-008	Lost/Missing/Not Collected Child Procedure
HPD-009	Staff Disciplinary Procedure
HPD-010	Equal Opportunities and Anti Discriminatory Practice Policy
HPD-011	Operational Plan
HPD-012	Complaints Procedure
HPD-013	Child Protection Policy
HPD-014	Risk Assessment of the Premises
HPD-015	Emergency procedure
HPD-016	Admissions Policy
HPD-017	Arrivals and Collection of Children Policy
HPD-018	Health and Safety Policy
HPD-019	Healthy Eating Policy
HPD-020	Data Protection

Document Reference	Document Title
HPD-021	Staff Handbook
HPD-022	Nappy Changing Policy
HPD-023	Fire Risk Assessment
HPD-024	Intimate Care Policy
HPD-25	Fee Policy
HPD-26	Media Policy
HPD-27	Anti-Bullying Policy
HPD-28	Play Policy
HPD-29	Safeguarding Policy
HPD-30	Working in Partnership with Parents and Carers
HPD-31	Volunteer Code of Practice
HPD-32	Prevent Policy
HPD-33	Coronavirus Policy
HPD-34	CCTV Policy and Procedure
HPD-35	Sleep Policy
HPD-36	Lockdown Procedure Policy

Table 8-1 Policies and Procedures

9.0 The Hollies Childcare Facility Routine

The Hollies Childcare Facility is open every school day from 08:00 to 17:30. This is excluding bank holidays in accordance with the Gwauncelyn Primary School calendar.

The Hollies also opens during school holidays as directed by the management committee.

The Hollies Routine

08:00	Arrival of children requiring breakfast
09:00	Remainder of children arrive. Allow free play until all children have arrived. Complete daily attendance register
09:15	Structured and free play
10:00	Toileting and Snack time
10:30	Outdoor play
10:45	Structured and free play
12:00	Children are dismissed by staff and collected by Parents/carers
Children will have free access to use the toilet facilities throughout the morning session as needed and drinking water will also be readily available. For those children attending for a full-day packed lunches will be required. These children will be adequately supervised throughout this transition period	
12:00	School morning session ends and wraparound children attending The Hollies are collected from their class teacher by The Hollies staff
12:00	Children to wash hands and eat lunch
12:30	Structured and free play
13:45	Toileting and Snack time
14:15	Structured and free play
15:15	Children are dismissed by staff and collected by parents/carers. Passwords may be required if there is a change in the carer collecting.
15:15	Receive children from classroom teacher. Allow free play until all children have arrived. (Nursery children finish school earlier than regular school) Complete Daily Attendance Register
15:30	Children to wash hands
15:40	Snack time
16:00	Structured and free play
17:30	Afternoon session finish. Children collected by parents / carers.

08:00	Arrival of children requiring breakfast
17:30 – 17:45	Staff tidy up and put activities away. Staff finish work
Children will leave at different times throughout the session according to parent/carer requirements. The member of staff on duty at the door will ensure that children are signed out by the appropriate adult. If necessary a password will be requested.	

Table 9-1 The Hollies Routine

Whenever a child is collected, their parent / carer or authorised persons must give their password and sign them out.

In the case of a parent/carer failing to collect the child, the Senior Leader calls the named contacts (including emergency contacts) to come to The Hollies to take the child home. In the event of no contact being made after 30 minutes, the Senior Leader contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The responsible individual is also informed.

10.0 Financial Planning

The Hollies Childcare Facility is operated on a not for profit basis and does not have a mechanism to seek financial borrowing. At the start of each term, attendance at The Hollies will be reviewed by the Management Committee, which in turn may require a change in the rate charged for each session by the setting to ensure that The Hollies does not overspend. This will be notified in writing to each parent / carer. In the event that The Hollies realises a positive financial balance at the end of the academic year, the surplus funding, under direction by the Management Committee will be used in one or more of the following ways:

- 1) Held as contingency for the following academic year to mitigate against potential overspend.
- 2) Invested to improve the Hollies facilities or portfolio of activities.
- 3) Used to ensure the rate charged by The Hollies for each session is maintained at a minimal level.
- 4) Used to improve both the inside and outside environment / facilities of Gwauncelyn School.