

## **The Hollies Childcare Facility Operational Plan**

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Registered Charity Number: 1196324

## Revision History

| Issue/Draft | Date                            | Comments/Reason for Change                                                       |
|-------------|---------------------------------|----------------------------------------------------------------------------------|
| Draft A     | 15 <sup>th</sup> March 2018     | Initial release for comment                                                      |
| Issue 1     | 1 <sup>st</sup> April 2018      | Comments received from Management Committee                                      |
| Issue 2     | 1 <sup>st</sup> April 2019      | Annual Document Review                                                           |
| Issue 3     | 1 <sup>st</sup> September 2019  | Changes to Financial Planning Section and inclusion of new staff and Roles       |
| Issue 4     | 17 <sup>th</sup> March 2021     | Annual Document Review                                                           |
| Issue 5     | 19 <sup>th</sup> October 2021   | Amendment to include change of name of setting and Registered Charity Number     |
| Issue 6     | 26 <sup>th</sup> September 2022 | Annual Document Review to include updated telephone and CIW registration numbers |
| Issue 7     | 23 <sup>rd</sup> November 2022  | Amendment to include change of Deputy Person in Charge HOSC                      |
| Issue 8     | 2 <sup>nd</sup> March 2023      | Amendment to include change of staff                                             |
| Issue 9     | 26 <sup>th</sup> April 2024     | Amendment to include change of staff role                                        |
| Issue 10    | 10 <sup>th</sup> September 2024 | Annual Document Review to include staffing changes                               |
| Issue 11    | 8 <sup>th</sup> September 2025  | Annual Document Review to include staffing changes                               |
| Issue 12    | 11 <sup>th</sup> February 2026  | Amendment to include staffing changes                                            |
| Issue 13    | 1 <sup>st</sup> June 2026       | Amendment to include staffing changes                                            |
| Issue 14    | 16 <sup>th</sup> June 2026      | Amendment to include changes to staff roles                                      |

## 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

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

**Table 5-1 HOSC Detail**

## 6.0 Staff / Personnel

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

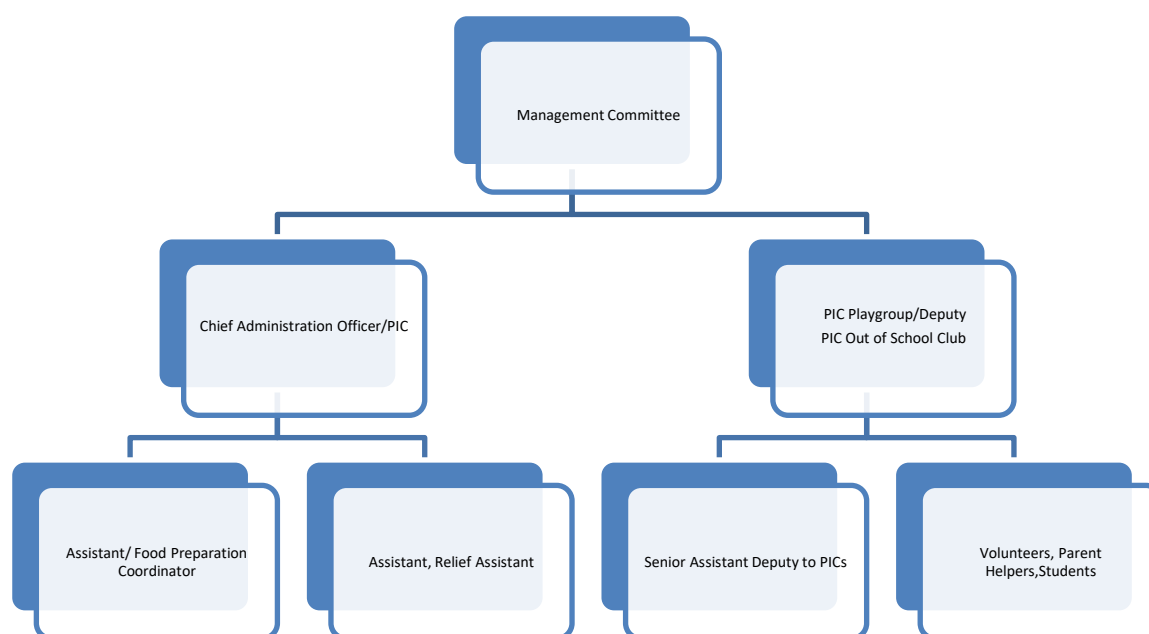
|                                                       |                                          |
|-------------------------------------------------------|------------------------------------------|
| <b>Responsible Individuals</b>                        | Mrs Sarah Murray<br>Mrs Lynnette Collins |
| <b>Relief Hollies Assistant – HOSC / holiday club</b> | Ms Sarah Parfitt                         |
| <b>Relief Hollies Assistant – holiday club</b>        | Miss Leila Martin                        |
| <b>Child Protection Officer</b>                       | Mrs Sarah Murray                         |
| <b>Nominated First Aider</b>                          | Mrs Paula Davies-English                 |
| <b>Person with responsibility for Behaviour</b>       | Mrs Sarah Murray                         |
| <b>Person with responsibility for Data Protection</b> | Mrs Sarah Hearne                         |
| <b>Nominated Fire Officer</b>                         | Mrs Sarah Murray and Mrs Sharon Williams |

**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                          |
| HPD-37             | Maternity/Paternity/Adoption/Parental Leave Policy |
| HPD-38             | Sickness Absence Procedure                         |
| HPD-39             | Flexible Working Policy                            |
| HPD-40             | Young Workers Policy                               |
| HPD-41             | Maternity Risk Assessment                          |
| HPD-42             | Young Worker Risk Assessment                       |

**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.                                                                                                                         |
| 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.