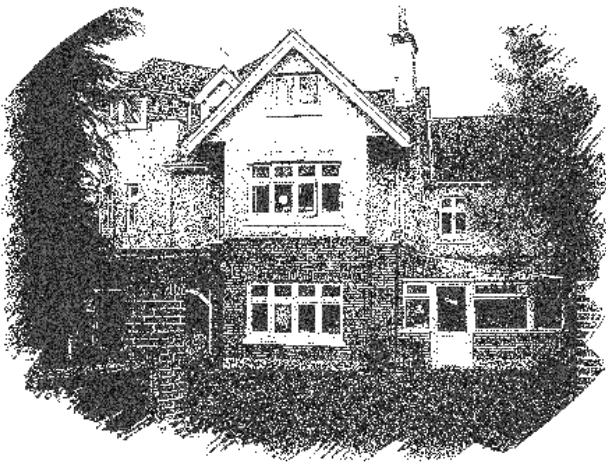




QUEENS PARK MONTESSORI DAY NURSERY

**155 Richmond Park Road
Bournemouth
Dorset
BH8 8UA**

Telephone: (01202) 523293

Proprietor: Mrs Alison Toms

Ofsted Reg: EY242933

OPERATIONAL PLAN

At Queens Park Montessori Day Nursery we provide quality affordable childcare for families in and around the local community. Quality childcare brings not only huge benefits for the children but also benefits for the whole community, enabling parents to start and/or return to work, combine employment with family life and enabling employers to retain and recruit employees from the local community.

We want parents to feel confident about the quality of care that is provided for their child in order for them to have no concerns for their child's health, welfare, and early learning. We continuously reflect on the quality we provide and further develop our practice in line with policy, research, best practice and internal/external feedback. We ensure we update our business/action plan at least annually and combine this information.

We welcome parents' opinions and contributions to the quality improvement process and actively seek feedback through questionnaires, parents' evenings and informal discussion.

In order to achieve this we aim to:

- Retain staff in order to provide the children with the stability that they require
- Develop close relationships with parents, in order that there is an effective exchange of information about each child
- Continually train and develop our staff in order to achieve best practice and to meet the requirements of Ofsted
- Provide a suitable and sufficient range of equipment and activities to appropriately stimulate the children in each age group.

In order for Queens Park Montessori Day Nursery to run effectively, and efficiently serve local community needs, it is important that we have an operational plan that is implemented, reviewed and revised on a regular basis. This plan is a blueprint for managing the nursery. It describes how the nursery is run and what type of service is provided. It describes the nursery service, the structure of the nursery, who is responsible and guidance on practices and procedures.

The plan is used by the nursery manager, staff, parents and outside agencies as a reference tool for general day-to-day practice and a tool against which to assess the quality of the service provided. We will review this policy on a regular basis using reflective practice, and make and implement any necessary changes following a review.

Staffing Structure

Twelve staff are employed to work within the 3 age groups. Staff work specifically in designated groups in order to form relationships with the children, although some flexibility is required to cover staff absences.

Nursery Owner/Manager	Alison Toms	Early Years Professional Status
Nursery Supervisor	Ali Percy	NVQ3 Early Years Care and Education
Baby room	Melissa Banfield – supervisor	Level 3
	Kamaly Lewis – nursery practitioner	Level 2
Conservatory group	Alison Toms – supervisor	EYPS
	Katie Marques – nursery practitioner	Level 3
	Nilima Asha – nursery assistant	Unqualified
Montessori group	Ali Percy – supervisor	Level 3
	Chloe Janes – nursery practitioner	Level 3
	Alison Toms	EYPS
	Isla Wood – nursery assistant	Unqualified

Each member of staff has responsibility for a group of key children. This involves forming a relationship with both the child and their parent during the settling process. Information is exchanged on a daily basis for all children. Daily diaries are recorded through our online journal for all children in the baby room. Observations are undertaken on each child and recorded in their individual online Learning Journal. Parents are encouraged to discuss any concerns about their child's development with their child's key person, and to contribute to their Learning Journal online.

Each member of staff has daily cleaning duties to undertake.

Supervisory meetings take place every 8 weeks. Objectives are set jointly between the member of staff and their line manager. Staff training needs are identified from this.

Utilisation of space

Each group has their own base room.

In addition there is a sleep room with cots and floor mats, and an outdoor play area which is part woodchip and part tarmac.

All 3 base rooms have access to an outdoor space, allowing them to utilise parts of the garden area at all times throughout the session (free flow) – depending on level of staffing.

If staffing is low at the beginning and end of a session, the baby room is used for free play for all age groups.

During mealtimes the children are split into two groups, the babies joining the conservatory children in their base room, and the Montessori room children eating in their own room.

Setting development

We aim to meet the needs of families in the local community.

Our target occupancy is 75% in order that we may remain a viable business.

When setting fees, we will consider the impact of Government legislation regarding early years funding.

Staff will be given an annual pay increase above inflation, in order to retain continuity of staff.

We will strive to continually develop our skills and knowledge in order to provide the best possible care to our families.

We will celebrate and share success both of the nursery's achievements and those of our children.

We will be flexible to meet the changing needs and demands of our industry.

Contact numbers:

Contact	Telephone number
Builders	
Computer	
Doors	
Electrician	
Electricity supplier	
Environmental health	
Fire and rescue	999
Fire equipment	
Fire officer	
Gas board	
Health visitor hub	01305 363043
Health and safety representative	01202 123 123
Bournemouth hospital	01202 303626
Insurance helpline	
NDNA legal helpline	02921 153812
NHS Direct	111
Pest control	
Ofsted	0300 123 1231
Police	999 or 101 (non-emergencies)
Plumber	
Children's First Response Hub (social services)	01202 123 334

Water board	
Waste management	
Window call out	

Emergency locations:

Water main stop tap	Under kitchen sink
Gas point	Outside the back door
Fuse box	In the sleep room cupboard, beneath paper storage
Boiler	Staff toilets

This policy was adopted on:

Signed on behalf of the nursery:

Date for review: