

Quality Improvement & Support Team

Early Years Learning and Childcare Service



Calderdale
Council

Resource 5

Outline of an Operational Plan or Information Pack

You may wish to create an Operational Plan or Information Pack to provide details of your provision to parents / carers and/or assistants and staff members. Your pack may include the following:

- The name of your provision;
- Your 'mission statement' or ethos;
- Your main aims and objectives (for example meeting the 'Learning and Development', and 'Safeguarding and Welfare' requirements of the EYFS 2017)
- The type of care you provide e.g. full day care, before and after school care, holiday care, term time only care etc;
- Details of the age groups you are registered with Ofsted to care for - e.g. from birth up, two years and over, 5-8 years etc
- Your commitment to providing high quality childcare;
- Your commitment to safeguarding children and effective child protection procedures in line with the Local Safeguarding Children Board
<http://calderdale-scb.org.uk> ;
- Your commitment to equal opportunities and inclusive practice;
- Your location, additional features and any unique selling points - e.g. a rural location, secure outdoor play area, forest school nearby, local parks/play areas nearby, situated near the town centre etc;
- Your times of opening including times of sessions or flexible hours;
- Whether you offer funded places including two year old funding, universal 15 hour EEF funding and 30 hour funded sessions;

- The types of services you can provide e.g. drop-off and collection from local schools, flexible sessions, school holiday care etc;
- A statement about the services you offer for children with special educational needs, disabilities and additional needs, for example that you welcome children with disabilities or those who use English as an additional language;
- Your commitment to staff training and development;
- Your commitment to working in partnership with parents;
- Your procedure for expressing satisfactions and complaints.

Remember Your **Operational Plan** or **Information Pack** should be developed together with others in your provision (if applicable) so it is owned by you all. It should be a clear and concise document which can be easily read and understood by staff and parents/carers.