



66. Nursery Operational Plan

At Step By Step Montessori Ltd we provide quality affordable childcare for the 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 and 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 parent's opinions and contributions to the quality improvement process and actively seek feedback through questionnaires, parents' evenings and informal discussion, which is recorded.

In order for Step By Step Montessori Ltd 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.

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- The Early Years Foundation Stage
 - Learning and development requirements
 - Assessment and Progress Check at age two
 - Care Objectives
 - Key Person approach
 - Equal Opportunities and Inclusion
- Safeguarding and Child Protection
 - Emergency Contacts
 - Designated Person(s)
- Leadership and Management
 - Suitable People



- Organisation Structure
- Senior Management Contacts
- Nursery Organisation Structure Chart
- Staff Deployment
- Training Analysis/Chart
- Recruitment and selection procedures
- Checklist for New Starters

- Health and Medicines
 - Names of the Staff who are Paediatric First Aid Trained
 - Contingency Plans
 - Accident and Medication Procedures

- Managing Behaviour
 - Policy and Procedure

- Safety and Suitability of Premises, Environment and Equipment
 - Emergency Evacuation Procedures
 - Emergency Locations
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 - Health and Safety Documentation
 - Daily Operations Statement
 - Risk Assessments
 - Outings

- Information and Records
 - Registration Details for Child
 - Occupancy and Daily Records
 - Parent Pack
 - Complaints and Compliments

- Business planning
 - Mission and Vision Statement
 - Inspection Report
 - Important Information
 - Nursery Plans
 - Nursery Leaflet.

* For the purpose of this publication the term ‘parents’ will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.



Contact numbers

Contact	Name	Telephone number
Alarms (burglar)	Tim	07836 333521
Electricity supplier	E.on	105
Environmental health	Barnet	02083597995 (office hours) 02083592000 (out of office hours)
Fire and rescue	London Fire Brigade	020 8555 1200
Fire equipment	Morgan Fire Ltd	01992 893498
Fire officer		999
Health visitor	Barnet	02084473537
Hospital	Barnet General	02082164600
Local authority early years service	Maggie Hill	07960 164910
NDNA legal helpline		01206 846091
NHS 111		111
Pest control		020 8359 7799
Ofsted		030 01231231
Police		999 or 101
Multi Agency Safeguarding Hub	Barnet MASH Team	020 83594066
Water board	1 – Affinity for Business (retail) Ltd 2 – Castle Water Ltd	03453572424 03453572407 (Emergency) 08003169800
Waste management	Barnet	020 8359 4600

Emergency locations

Water main stop tap	Under the sink
Fuse box	Foyer Cupboard
Boiler	Bathroom Cupboard



This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2026	Khadijeh Nainji	January 2027