

Translated Inspection Report

Hestia Rivierenbuurt BSO



Inspectierapport

Hestia Rivierenbuurt B.V. (BSO)

Uiterwaardenstraat 542
1079 AZ Amsterdam

Registratienummer: 999652552

Toezichthouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 30-01-2020	(Date of inspection)
Type onderzoek	: Nader onderzoek	(Additional investigation)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 05-02-2020	(Date of confirmation report)

TABLE OF CONTENTS

THE INSPECTION	3
INSPECTION DESIGN	3
REFLECTION.....	3
OBSERVATIONS AND FINDINGS	4
REGISTRATION, CHANGES, ADMINISTRATION AND ADHERENCE TO ENFORCEMENT	4
PEDAGOGICAL CLIMATE	5
STAFF AND GROUPS	6
PARENTAL RIGHTS.....	8
INSPECTION ITEMS.....	9
REGISTRATION, CHANGES, ADMINISTRATION AND ADHERENCE TO ENFORCEMENT	9
PEDAGOGICAL CLIMATE	9
STAFF AND GROUPS	9
PARENTAL RIGHTS.....	9
DATA ORGANISATION	10
DATA SUPERVISION.....	10
ANNEX: POINT OF VIEW HOLDER CHILDREN’S CENTRE.....	11

The Inspection

Inspection design

On 30 January 2020, in accordance with article 1.62, fifth section of the Wet Kinderopvang and in response to an enforcement procedure which was initiated by the municipality, an additional investigation was performed. The inspection consisted of a visit to the location as well as a telephone call with the team leader on 4 February 2020.

An additional investigation does not provide the holder with the opportunity to submit a point of view.

Reflection

Organisation and location

Hestia Rivierenbuurt B.V. is part of Hestia Holding B.V. The person bearing final responsibility for the policy to be implemented is the director; additionally, she is the manager and only shareholder of Hestia Holding B.V. which consists of two B.V.'s with a total of four children's centres in Amsterdam-Zuid and Amstelveen. The locations are headed by team leaders who each manage one or two children's centres (at one address).

Afterschool care (BSO) Hestia Rivierenbuurt B.V., together with the day care with the same name, is located in a property in the neighbourhood called 'Rivierenbuurt'. The BSO consists of two base groups for children from 4 to 12 years old: Orange and Purple, caring for respectively 17 and 20 children. The location is a multilingual BSO: the team consists of both Dutch-speaking and English-speaking teachers.

Enforcement

During the yearly inspection dated 22 November 2018, violations were observed with regards to (amongst others) the pedagogical policy, the stability of care for children and the yearly complaints report. In response to this, the municipality Amsterdam has started an enforcement procedure and prescribed an instruction on 22 March 2019. In the subsequent additional investigation dated 27 July 2019, it transpired that not all violations were resolved. For example, again it was not observed that parents grant (prior) written permission for combining the base groups, and the pedagogical policy did not meet the requirement for bilingualism. Finally, the yearly complaints report did not meet the quality demands. Therefore, the municipality Amsterdam has decided to impose an order subject to incremental penalty on 23 October 2019. In the current additional investigation, it has been assessed whether the holder has complied with the order subject to incremental penalty and whether the violations have been restored.

Advice to the municipality

Regarding the pedagogical policy, care in base groups and the complaints procedure, the supervisor has observed no violations. The supervisor advises to accept this report for informative purposes.

Observations and Findings

Registration, changes, administration and adherence to enforcement

Adherence to enforcement

The holder of the children's centre will take measures such as has been included in the order subject to incremental penalty dated 23 October 2019, within the herein established term.

Used sources

- Inspection;
- Order subject to incremental penalty, dated 23 October 2019.

Pedagogical climate

Pedagogical policy

Multilingual afterschool care

During the yearly inspection dated 22 November 2018 it transpired that the description of the work method of multilingual afterschool care was not sufficiently concrete. It remained unclear how a maximum offer of 50% English on a yearly basis is achieved. The team leader had been offered the opportunity to change this but decided not to use it. During the additional investigation dated 12 August 2019, the team leader stated that the holder believed that the work method regarding the multilingual afterschool care was explained sufficiently and that the policy had not been adjusted. This led to a renewed failure in meeting the quality demand.

Additional investigation

It is included in the (concept) pedagogical work plan that on a yearly basis, 50% of the care is offered in Dutch, and 30%-50% in English. Through the cooperation between the groups, eating together and the activity offerings, it is ensured that the offer in both languages is achieved in all groups as best as possible. When due to the number of children only one teacher is assigned to the group, this can be either a Dutch- or an English-speaking teacher. The staff administration (schedule and attendance lists) shows a clear administration of the deployment of Dutch- and English-speaking teachers, which means it is easily checked whether the determined percentages of Dutch and English are met. In doing so, the violation has been sufficiently restored. The holder has complied with the order subject to incremental penalty.

Used sources

- Inspection;
- Telephone conversation with the team leader;
- Hestia_Rivierenbuurt BSO_pedagogisch werkplan_concept 2020, received on 4 February 2020;
- Yearly inspection, dated 22 November 2018;
- Additional investigation, dated 23 June 2019;
- Instruction, dated 22 March 2019;
- Order subject to incremental penalty, dated 23 October 2019.

Staff and groups

Stability of care for children

During the yearly inspection dated 22 November 2018, it was assessed that the care does not always take place in base groups. According to the pedagogical policy, the two base groups are combined on Wednesdays, Fridays and school holidays. Parents would give written permission during the intake interview and this would be applied as such, so was stated by the team leader at the time. The permission forms which have been assessed as part of this investigation were signed in January 2019, which is why it was not demonstrated that parents had granted written permission in advance. Furthermore, one child had been placed in two base groups and no permission form could be made available. Additionally, the form lacked a concrete description of the periods during which children could be cared for in a second, or combined, base group. This is not in accordance with the quality demand.

During the additional investigation dated 23 July 2019, it transpired that the violation had been recommitted. A permanent teacher stated that the group Purple is closed on Wednesday, and all children from this group are cared for in group Orange. On Friday group Orange is closed and all children were cared for in group Purple. Additionally, since the start of the summer holiday, both groups were combined on a structural basis. Furthermore, three children were placed in a second base group on a structural basis without the written consent of the parents.

Additional investigation

The afterschool care consists of two base groups:

- Group Orange in which a maximum of seventeen children in the age of 4 to 12 are cared for;
- Group Purple in which a maximum of twenty children in the age of 4 to 12 are cared for.

On the day of the inspection visit, the children were cared for in the base groups, and open-door activities are organised in accordance with the pedagogical work method. During the investigation time period from 1 up until and including 30 January 2020, it is demonstrated through the schedules and attendance lists that children were cared for in their own base groups. No occurrences of children being placed in a second base group, or incidental care in a second base group, have taken place.

On Wednesdays and Fridays, only group Orange is open. On these days, no children from group Purple are taken care of. The team leader explains that while placing children, it is taken into account which days they attend the afterschool care. When children attend afterschool care on both Wednesdays and Fridays, they are placed in group Orange as often as possible. A new permission form has been drafted for care in a second base groups, in which child details and the duration/period for care in a second base group can be specified. The team leader states that parents are asked to grant permission via this form should a child be cared for in a second base group.

Additionally, the holder has drafted a new work method in the (concept) pedagogical work plan. Herein, the work method regarding the group moment in the base groups is described. This happens through a circle activity or play (outside) at the start of the afternoon. During this moment, the children are also told which activities will take place that day. After the group activity in the base groups, the meal is served, during which the youngest and eldest children are differentiated between. Children are free to choose whether they want to join the first (youngest) or second (eldest) group for their meal.

The violation has not been recommitted. The order subject to incremental penalty has been sufficiently complied with.

Used sources

- Inspection;
- Conversations with the teachers;
- Telephone conversation with the team leader, dated 4 February 2020;
- Staff schedule spanning the time period 1 up until and including 30 January 2020;
- Document: 'Aanpassing pedagogisch werkplan', received on 4 February 2020;
- Hestia_Rivierenbuurt BSO_pedagogisch_werkplan_concept_2020, version March 2019, received on 4 February 2020;
- Form 'toestemming opvang in een andere stamgroep, Nov 2019, received on 4 February 2020;
- Yearly inspection, dated 22 November 2018;
- Additional investigation, dated 23 June 2019;
- Instruction, dated 22 March 2019;
- Order subject to incremental penalty, dated 23 October 2019.

Parental rights

Complaints and disputes

During the yearly inspection dated 22 November 2018 it was observed that the yearly complaints report did not completely meet the requirements. The number and nature of complaints per location was insufficiently clear. Additionally, the meaning of the assessments and the nature of the measures undertaken were not described. During the additional investigation dated 12 August 2019, both the complaints for the afterschool care and the children's day care which is based at the same address were described. From these descriptions it was however insufficiently clear whether these applied to the afterschool care or the children's day care. Therefore, again the quality demand was not met.

Additional investigation

During the yearly inspection at the children's day care, dated 13 August 2019, it has already been assessed that the holder has drafted an adjusted version of the yearly complaints report after the restoration offer. In this version, the complaints are described per children's centre, which meets the quality demand. A format has been created in which the complaints from both children's centres can be reported in an organised manner. The holder must ensure that the yearly complaints report is submitted with the supervisor on a yearly basis before 1 June of the subsequent calendar year. Simultaneously, this report must be brought to the attention of the parents in a fitting manner.

The violation has been restored and the order subject to incremental penalty sufficiently complied with.

Used sources

- Inspection;
- Complaints report 2018 RB, already in the possession of the GGD;
- Complaints procedure Hestia, already in the possession of the GGD;
- Complaints report changed new format 2018, received on 16 September 2019;
- Yearly inspection Hestia Rivierenbuurt KDV, dated 13 August 2019;
- Yearly inspection, dated 22 November 2018;
- Additional investigation, dated 23 June 2019;
- Instruction, dated 22 March 2019;
- Order subject to incremental penalty, dated 23 October 2019.

Inspection Items

Registration, changes, administration and adherence to enforcement

Adherence to enforcement

- The holder of the children's centre takes the measures within the term established in the instruction.

Pedagogical climate

Pedagogical policy

- The pedagogical policy plan contains, if relevant, a concrete description of the manner in which multilingual afterschool care is applied in the children's centre.

Staff and groups

Stability of care for children

- Day care takes place in base groups. A child is assigned to one base group. The maximum group size is determined based on table 2 in annex 1, component b of the Besluit kwaliteit kinderopvang.

Parental rights

Complaints and disputes

- The holder of a children's centre ensures that, should a yearly complaints report be necessary due to complaints having been filed, a yearly report is drafted over each calendar year and submitted before 1 June. The yearly report contains at least:
 - a. A brief description of the complaints procedure;
 - b. Information regarding how the parents are informed of the complaints procedure;
 - c. The amount and nature of complaints dealt with per location;
 - d. The purport of the assessments and the nature of the measures put into place;
 - e. The amount and nature of complaints dealt with by the dispute commission, regarding parents or the parent committee.

The yearly report is not traceable to natural persons unless it concerns the holder, and does not contain address details, except for a children's centre which is located at the home address of the holder who is a natural person.

Data Organisation

Opvanggegevens

Naam voorziening	:	Hestia Rivierenbuurt B.V.	(Day care data) (Name organisation)
KvK-vestigingsnummer	:	000020595603	(Chamber of commerce number)
Website	:		
Aantal kindplaatsen	:	37	(Number of child places)
Gesubsidieerde voorschoolse educatie	:	Nee	(Subsidised preschool education-No)

Gegevens houder

Naam houder	:	Hestia Rivierenbuurt B.V.	(Data holder) (Name holder)
Adres houder	:	Postbus 16	(Address holder)
postcode en plaats	:	1120 AA Landsmeer	(Postal code and residence)
KvK-nummer	:	50177753	(Chamber of commerce number)

Data Supervision

Gegevens toezichthouder (GGD)

Naam GGD	:	GGD Amsterdam Inspectie kinderopvang	(Data supervisor (GGD)) (Name GGD)
Postadres	:	Postbus 2200	(Address)
Postcode en plaats	:	1000 CE AMSTERDAM	(Postal code and residence)
Telefoonnummer	:	020 555 55 75	(Telephone number)
Onderzoek uitgevoerd door	:	Mw. N.L.J.M. Kemble, MSc.	(Inspection performed by)

Gegevens opdrachtgever (gemeente)

Naam	:	Gemeente Amsterdam	(Data organisation ordering inspection) (Name: Municipality Amstelveen)
Postadres	:	Amstel 1	(Address)
Postcode en plaats	:	1011 PN AMSTERDAM	(Postal code and residence)

Planning

Datum inspectiebezoek	:	30-01-2020	(Planning) (Date inspection)
Opstellen concept inspectierapport	:		(Drafting concept inspection report)
Zienswijze houder	:		(Point of view of the holder)
Vaststellen inspectierapport	:	05-02-2020	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	:	12-02-2020	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	:	12-02-2020	(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:		(Inspection report made public)

Annex: Point of View Holder Children's Centre

The point of view contains a reaction of the holder to the contents of the inspection report.

Based on the Wet Kinderopvang, article 1.63, section 3, the holder is not allowed to submit a point of view in the case of an additional investigation.