

## Point of View Holder

*The point of view consists of a reaction from the holder on the content of the inspection report.*

On 26 – 6 – 2020, an unannounced inspection took place at Hestia Rivierenbuurt. We received the draft report on 28 – 8 – 2020. This draft report was discussed with inspector ms. N. Kemble during an adversarial procedure on 2 – 9 – 2020. In response to this discussion, several factual inaccuracies in the report were corrected.

### **The location**

The report includes a description of the location. Hestia Rivierenbuurt is a location with both children's day care and afterschool-care in one building. The day care is divided over several core groups. The yellow group, the green group, the blue group. Additional to the own group spaces, the children from the day care have access to the communal rooms in the building. Within the building, the day care children can make use of the atelier, the theatre, the library and the piazza. In the communal rooms, the children have the possibility to make contact with children from different age groups. Within the Hestia work method, it is valued for children of different ages to get in touch with other. Even though the day care and the after-school care are formally seen as two different establishments, parents, children and employees experience it as one location. A lot of cooperation happens between the day care and the after-school care. Children feel at ease with all employees in the building and all employees are familiar with the children. Because the cooperation between the two establishments is tight, the children from different locations have the opportunity to partake in activities at the different groups.

In the Reggio Emilia work method, the contact between the children is described as "the child as pedagogue". The building has been designed to foster as much interaction between the variety of groups as possible. Children from different groups and ages can always be in contact with each other due to the frequent use of glass in the building. The children have the opportunity to observe an activity taking place in a different group and can decide to want to join the activity in the other group.

The opendoorpolicy and the interaction between the various groups is also a way in which Hestia shapes the respect for the autonomy of the child at her location. Children can always see what happens in the other rooms. After consultation between colleagues and with the child, it can be discussed for them to join an activity in a different group.

At Hestia, the child is a part of its own development. This is only possible when the possibility exists for children to make a decision, and when this decision is actually respected.

Hestia Rivierenbuurt is a bilingual day care location. The children are cared for multilingually. In doing so, Hestia applies the One-Teacher-One-Language model. In practice, this means that each Hestia preschool teacher consistently speaks one language with the children. In order to realise a rich language offer of high quality, Hestia aims to hire English-speaking employees with a level of C1-C2 or (near)native speakers, with a variety of backgrounds such as American, British, Australian, etc., in accordance with the European Framework of Reference. Hestia strives for this, alongside the legal requirement of language level B2 set by the government.

Hestia Kinderopvang also takes part in the national pilot multilingualism in childcare. At our locations, we participate in project MIND. For project MIND, children are tested on the development of English and Dutch. Hestia is proud to be partaking in the pilot and is actively working to get parents to join the study.

In this point of view, I react to the findings as can be read in the report from the GGD.

The supervisor indicates that the description of coaching which the preschool teachers have received during the year 2019 is not sufficiently concrete. We have been given the opportunity to adjust this during the so-called restoration offer. In reaction to this, our pedagogical coach has submitted a detailed overview, in which not only the time spent is outlined, but the content of the coaching is also illustrated. The inspector has approved this document.

No other violations were observed during this inspection visit.

We are happy with the apt and positive description of our pedagogical practice. We thank the inspector for the dialogue, and we are looking forwards to prospective inspections with confidence.

# Translated Inspection Report

## Hestia Rivierenbuurt KDV



### Inspectierapport

#### **Hestia Rivierenbuurt B.V. (KDV)**

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1079 AZ Amsterdam

Registratienummer: 128536111

ToeziChthouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 26-06-2020	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Yearly inspection)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 09-09-2020	(Date of confirmation report)

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## The Inspection

### Inspection design

On 26 June 2020, an unannounced inspection was performed at Hestia Rivierenbuurt based on article 1.62, second paragraph of the Wet kinderopvang. Due to the risk profile, a complete inspection in all areas was carried out. The supervisor has granted the holder with opportunity to submit documents after the inspection visit. The received documents have been assessed in combination with the relevant quality requirements.

Simultaneously with this yearly inspection, two additional investigations were performed in reaction to the enforcement procedures which were initiated by the municipality. The results of these inspections have been described in two separate reports.

### Reflection

#### Organisation

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. consisting of three B.V.'s. In total, the organisation offers bilingual daycare at 4 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). An external confidential counsellor has been appointed for the staff.

The organisation is characterised by its choice to let itself be inspired by (amongst others) Reggio Emilia in the design of the establishments and while drafting the pedagogical policy, and by the application of the communication method created by Thomas Gordon. Additionally, sleeping outside and treading water (or snow, during winter) are recognition points for the vision of this organisation.

#### Location

Children's day care Hestia Rivierenbuurt B.V., together with the after-school care with the same name, is located in a property in the neighbourhood called 'Rivierenbuurt'. The day care consists of three core groups (Yellow, Green, Blue). Each core group has its own group space, however additionally communal rooms are often used; for example, on a daily basis a hot meal is enjoyed in one of the piazzas.

During the inspection visit, the day care team consists of 5 permanent teachers; 2 of them have been working at the location for multiple years, however 1 of these is currently absent on a long-term basis. The 3 other permanent teachers have been working with Hestia since respectively March 2018 and January and Augustus 2019. The holder applies the policy that all teachers work a maximum of 4 days per week. The past period many (permanent) agency workers were deployed to have sufficient teachers. During the period 1 up until and including 26 June 2020, this came to 13 different agency workers. The team leader has been working with the organisation since January (2019) and is responsible for managing both the day care and the after-school care.

The team leader tells she recently hired 2 new permanent teachers who will start during the summer period in the Yellow and the Green group. Through this, she hopes to create more stability in the core groups.

#### *National experiment multilingual childcare*

At the location, bilingual care has been offered from the start (English-Dutch). Since 2018 Hestia has been a participant in the national experiment multilingual day care. This entails that the location may offer bilingual day care for the duration of the experiment (four years). On a yearly basis, English is

used as working language for maximum 50% of the time, alongside Dutch. In the context of the national experiment, the location participates in Project MIND, a study in multilingualism in children's day care in the Netherlands. The University of Amsterdam conducts the study into the effects of bilingual care on the language development.

The assessment of the requirements applicable to this experiment has been expanded on in the clarification of the requirement '[Use of the prescribed working language](#)'. This assessment is not part of potential enforcement by the municipality but is a tool for the minister of Social Affairs and Employment for informational purposes. It has been concluded in the inspection that with regards to bilingualism, the pedagogical policy plan is implemented and that, even though English is used alongside Dutch, responsible day care is offered.

The team leader informs me in a conversation over the phone (dated 29 June 2020) that the research team had started with the measurement moments when all childcare organisations had to close due to the national measures implemented to stop the spread of the corona virus. It remains unclear when the national experiment will resume at this children's day care.

#### [Restoration offer](#)

During the current inspection, violations were observed in the area of the justification of the pedagogical policy development and coaching in 2019. The holder was given the opportunity through a restoration offer to demonstrate, within the restoration term, which measures they shall or have taken in order to lift these violations. The team leader and preschool teachers have uploaded documents in reaction to the restoration offer, which have led to the dissolution of the violations.

#### [Advice to the Executive of the Municipality](#)

The supervisor has observed violations during the inspection. The holder has subsequently taken measures which will ensure that the violations will not reoccur in future. For this reason, the supervisor advises to not act in an enforcing manner. The college can decide to impose a penalty for certain observed violations, this depends on the municipal enforcement policy.

## Observations and Findings

### Pedagogical climate

#### Pedagogical policy

A general pedagogical policy plan, applicable to the entire organisation has been created. This policy applies to all locations of Hestia. Per location, an additional pedagogical work plan has been created. The general policy plan contains a clear account of the vision and educational philosophy of the organisation. The work method of Reggio Emilia serves as a source of inspiration. The pedagogical policy plan includes a concrete illustration of the manner in which Hestia gives effect to the aspects of responsible day care.

#### *Core groups and activities outside of the core group*

The pedagogical policy plan includes a concrete description of how the children's day care consists of four core groups (Yellow, Green, and Blue), which also clearly mentions both the maximum group size and age structure. It is also described in detail that children leave the core groups during the day to participate in a diverse array of activities such as playing outside, or to make use of the piazza, library or a different group.

#### *Familiarising, extra day parts and mentorship*

The pedagogical work plan contains concrete descriptions of the manner in which children are allowed to be familiarised with a new core group. The policy regarding making use of day care during extra half days is also properly explained. Finally, the manner in which the mentorship is designed and how parents are informed of which teacher is their child's mentor is formulated in detail.

#### *Tasks of and support for preschool teachers in training (pmio), interns and group assistant*

In the pedagogical work plan it is described that Hestia Kinderopvang is an acknowledged training institution for students mbo3, mbo4 and hbo, and that students are deployed in a variety of manners, e.g. as bol-, bbl-intern or (when relevant work experience is demonstrated in combination with a foreign diploma) as preschool teacher in training (*Pedagogisch Medewerker in Ontwikkeling, PMIO*). The policy contains the tasks which the PMIO'ers, interns or group assistants can perform for several types of educations and situations, as well as the manner in which they are guided herein.

#### *Acting in accordance with the pedagogical policy*

The holder has employed a pedagogical coach (in training) who coaches the teachers in implementing the policy. Every week, she is present at the location for a week. Furthermore, the pedagogical policy plan details how teachers receive diverse study- and reading materials about the Gordon-method and that new employees receive training originating from the Gordon-course 'Dealing with children effectively'. Additionally, the training about the Reggio-educational philosophy is a permanent element in the professionalisation programme. The pedagogical coach has demonstrated through the document 'Hestia Kinderopvang – Justification coaching hours 2019' (after restoration offer, see also: deployment pedagogical policy employees) how it was ensured that teachers act according to the pedagogical policy plan. This was done through (amongst others) training, study days, team-, group- and individual coaching. On the day of the inspection visit, it was demonstrated that the pedagogical policy plan is sufficiently implemented (see also: description pedagogical practice).

### Pedagogical practice

#### Used sources

- Conversations via telephone with the team leader dated 29 June, 14 July and 19 August 2020
- Pedagogical policy plan Hestia, version dated 3 April 2018, already in possession of the GGD
- Hestia\_Rivierenbuurt KDV\_pedagogisch werkplan 2020, received on 2 July 2020
- Observations during the inspection visit, dated 26 June 2020

## Staff and Groups

### Police clearance statement and personenregister kinderopvang

The people working at the children's centre are all in the possession of a valid Police Clearance Statement. With these, they have been registered at the Personenregister Kinderopvang (PRK) and connected to the employer before the commencement of work activities. This assessment is based on a sample amongst the staff who have started working for Hestia since the yearly inspection dated 13 August 2019 and the 13 substitution workers who were deployed between 1 and 26 June 2020.

### Educational requirements

The teachers working at the children's centre are all in the possession of a suitable professional qualification as is included in the cao Kinderopvang. This assessment is based on a sample amongst the staff who have started working for Hestia since the yearly inspection dated 13 August 2019 and the 13 substitution workers who were deployed between 1 and 26 June 2020.

The director has a professional qualification and applicable educational certificate which makes for a suitable education and is assigned as pedagogical policy employee. A separate pedagogical coach has been hired who has obtained additional education for this and thus (in combination with an mbo-level 4 diploma) meets the requirements in accordance with the cao Kinderopvang.

### Number of professionals and requirements to deployment of teachers in training and interns

On the day of the inspection visit, a sufficient number of teachers is deployed based on the number and ages of the children that were cared for. In group Yellow, 7 children are cared for by 2 teachers, in group Green 12 children are cared for by 2 teachers, and in group Blue, 6 children are cared for by two teachers.

Based on the sample from the attendance lists from the time period 1 up until and including 26 June as well as the accompanying staff schedules, the supervisor concludes that during the period 1 to 26 June 2020, a sufficient number of teachers have been deployed based on the number and ages of the children that were cared for. During this inspection, the deviation of the teacher-child ratio in the context of the three-hour regulation has not been assessed.

In the context of a continuing enforcement procedure, the requirement with regards to the deployment of teachers in training has been described in a separate additional investigation report.

### Deploying pedagogical policy employees

At Hestia Kinderopvang, one pedagogical policy employee/coach has been assigned for all B.V.'s (encompassing a total of five children's centres) (see also: Educational requirements). The holder has recorded in an overview how many hours the pedagogical policy employee must be deployed on a yearly basis. This overview includes the hours for the children's centre of this holder (Hestia Rivierenbuurt B.V.), however, it does not become clear how these hours are divided over the children's day care and the afterschool care, included under the same holder.

Additionally, the holder cannot demonstrate sufficiently that the minimum number of hours for which the pedagogical coach is deployed on a yearly basis, has actually been met in 2019. The documents submitted by the holder demonstrate insufficiently whether all teachers have received coaching.

### Restoration offer

Through the restoration offer, the holder has been given the opportunity to ensure the division of the number of minimum hours to be devoted to coaching is put into writing, in order to demonstrate that the number of hours were actually deployed in 2019 and that all teachers received coaching. The team



leader has submitted a new version of the overview of the hours to be deployed at Hestia Rivierenbuurt in 2020. This now includes a description of how the hours of both pedagogical policy development and coaching will be divided over the children's centres, which is: 1/3 of the coaching hours shall be deployed at the afterschool care, and 2/3 of these hours shall be deployed at the children's day care. The hours for policy development shall be divided equally over the two children's centres (50 hours for the children's day care, and 50 hours for the afterschool care).

The pedagogical coach has also drafted a document 'Hestia Kinderopvang – justification coaching hours'. This document sufficiently demonstrates that the intended number of hours for 2019 has actually been achieved and that all teachers received coaching. Furthermore, the document includes an overview of the manner in which the registration of these hours for policy development and coaching shall be documented in the future. In doing so, the violation has been sufficiently restored.

Based on the above it has been concluded that after the restoration offer, the following requirement(s) has/have been met:

- The holder has determined the minimum number of hours during which the pedagogical policy employee must be employed on a yearly basis, determined based on the calculation rules in the Besluit.  
(Art. 1.50 lid 1 lid 2 sub j Wet kinderopvang; art. 8 lid 1 lid 2 Besluit kwaliteit kinderopvang)
- The holder of a children's centre determines on a yearly basis, should he exploit more than one children's centre, the manner in which he distributes the required minimum amount of hours a pedagogical policy employee must be deployed over the different children's centres, and records this in writing in order for this to be transparent for teachers and parents. The holder designs the distribution in such a manner that each teacher receives coaching yearly during the performing of work tasks.  
(Art. 1.50 lid 1 lid 2 sub j Wet kinderopvang; art. 8 lid 3 Besluit kwaliteit kinderopvang)

#### Stability of care for the children

The children's centre consists of three open core groups:

- The Yellow group with a maximum of twelve children aged 0 to 2 years;
- The Green group with a maximum of sixteen children aged 0 to 4;
- The Blue group with a maximum of sixteen children aged 2 to 4.

The location is registered with 60 child places. From an incidental investigation dated 27 November 2017, it transpires that the holder wanted to expand the location with group Terra, half day care for maximum sixteen children. During the yearly inspection (dated 14 December 2018). The current inspection also shows that this group, almost two years after the change request, has not been opened. The holder must ensure that the amount of child places they are registered with in the Landelijk Register Kinderopvang (LRK) equate to the situation in practice.

Should parents want to make use of extra days and exchange days, it can happen that a child is cared for in a different core group instead of its own. Parents give their consent in writing via email for planning a child in a different core group in advance. When a place comes free on the own core group due to cancellations or illness, the extra- or exchange day takes place in the own core group. In an email (dated 2 July 2020), the team leader states that during the period of 1 June until 26 June 2020, no children have been cared for in a second core group.

Parents are informed of which core group the child belongs to and who the mentor of their child is during the intake- or transition interview. Parents receive the schedules on a weekly basis in order for them to know in advance which teachers are assigned to which days.

### Use of the prescribed language

At the location bilingual care has been offered from the start (Dutch and English). This children's centre is part of the national experiment multilingual day care which began per 1 July 2017, initiated by the ministry of Social Affairs and Employment. In the context of the national experiment, the location participates in Project MIND, a study in multilingualism in children's day care in the Netherlands which is conducted by the University of Amsterdam.

The policy of Hestia regarding bilingualism is recorded in three documents: the pedagogical policy plan, the work instruction bilingualism and a code of conduct. In the current inspection it is assessed whether the pedagogical policy with regards to multilingualism is implemented in practice. The holder has created a selection of the policy documents and protocols, including the pedagogical policy, the code of conduct and the work instruction bilingualism in both Dutch and English. The working language during the work meetings is English, but the minutes are drafted in Dutch. Information for parents is available on the website of the holder ([www.hestiakinderopvang.nl](http://www.hestiakinderopvang.nl)) in two languages. No children with a VVE-indication are placed at the locations.

From the observations during the inspection visits on 13 August 2019 it transpires that on the location, the 'One teacher, one language' (OPOL)-method is applied. This method consists of the Dutch-speaking teachers always speaking Dutch with the children, and the English-speaking teachers always speaking English. The staff schedules contain colour-coded notifications per day which language is spoken by the scheduled teachers, which makes it transparent as to what the offer per language consists of. On some days, only English-speaking or Dutch-speaking teachers are assigned to a group. It is reasonable that this work method sufficiently ensures that on a yearly basis, a maximum of 50% of the language offer consists of English.

All teachers meet the required language level. Together with an application of participation to the national experiment, the holder has provided the ministry a staff overview. Based on this overview, as well as copies of diploma's and language certificates of all the teachers employed by Hestia at that moment, the ministry has granted a disposal of participation. Since this application and the previous yearly inspection (dated 13 August 2019), two new teachers have started working at Hestia. Of these teachers, their command of the minimum of B2-(3F-) level of the English language on the required skills has been demonstrated in the current inspection.

### Used sources

- Conversations via telephone with the team leader dated 29 June, 14 July and 19 August 2020
- Schedules and attendance lists from the period 1 up until an including 26 June 2020, received on 2 July 2020
- Records of professional qualifications, received on 2 July 2020
- Records of language certificates, already in the possession of the GGD and received on 2 July 2020
- Overview dates start of contracts, received on 2 July 2020
- Document: reaction to questions ggd 13-7-2020 (PRK connections), received on 13 July 2020
- Personenregister Kinderopvang, consulted on 2 and 13 July 2020
- Overview hours Rivierenbuurt 2019, received on 2 July 2020
- Accounting for coaching hours (2019), received on 13 July 2020
- Hestia Kinderopvang – Accounting for Coaching Hours, received on 31 July 2020
- Overview hours to be assigned Rivierenbuurt 2020, received on 2 July 2020
- Overview hours to be assigned Rivierenbuurt 2020, received on 16 July 2020
- Overview hours to be assigned Rivierenbuurt 2 2020, received on 19 August 2020
- MEMO week 28, received on 2 July 2020
- Hestia\_Rivierenbuurt KDV\_pedagogisch werkplan 2020, received on 2 July 2020

- 2018 Gedragscode tweetaligheid Hestia NL (1), already in the possession of the GGD
- Workinstruction bilingualism, already in the possession of the GGD

## Safety and Health

*In the context of two ongoing enforcement procedures, the quality requirements with regards to having a policy which safeguards the safety and health of the children to be cared for as much as possible, the plan of action with regards to safe sleeping and food safety and the execution of the policy (specifically with regards to the mentioned key points) are assessed in a separate inspection report (instruction, dated 21 November 2019). The assessment of the requirement with regards to the deployment of at least one first aid-certified adult during the care has been documented in a separate additional investigation report (Order subject to incremental penalty, dated 17 October 2019).*

### Safety and health policy

The holder has created a safety and health policy for the children's day care. This policy document is based on the risk monitor from Veiligheid.nl, and the policy document was made specifically for this location.

### *Policy cycle, large and small risks, transparency and backup*

The safety and health policy contains a concrete description of the manner in which the holder ensures that the safety and health policy is a continuous process in cooperation with the teachers. Under 'description of the process' it has been established in which manner the policy is created, implemented, evaluated and actualised. The team leader is owner of the policy document and makes sure that it is location specific. Before the document is made definitive, it is assessed together with relevant employees and teachers. If necessary, the team leader asks teachers to further illustrate specific elements. A year plan has been drafted including the themes which are discussed and evaluated during the monthly team meetings. Additionally, the policy plan is gone over by the team leaders each year in January and – if necessary – adjusted after discussion with the managing director.

The policy covers detailed descriptions of risks that are involved with the care for children, in which a more in-depth discussion is given of the main risks with severe consequences for safety, health and transgressional behaviour. The document 'Huisregels 2020' (*House Rules 2020*) is referred to, and for some large risks, a reference to additional work agreements or protocols are included. Additionally, it is described how the children are taught to deal with risks with small consequences.

Furthermore, the manner in which the safety and health policy and its evaluations are transparent to staff and parents, and the manner in which the backup is arranged, have been documented sufficiently concrete. Employees and regular substitute teachers can access the policy documents through the digital portal Speakap. They also receive the minutes from the team meetings and are notified when new policy is available. Parents can request the policy from the team leader.

### *Corona Protocol and Work Instruction Hestia Rivierenbuurt*

The holder has created a separate protocol and work instruction with measures to limit the spread of the coronavirus within the children's centres. The document was drafted by the Brancheorganisatie Kinderopvang and cooperating parties and was made specific to the Hestia Rivierenbuurt locations by the holder. The corona protocol has been evaluated and adjusted multiple times over the past period after changes in the national policy or new advice from the RIVM or central government, demonstrating that the document is kept up to date sufficiently. During the inspection visit, the agreements as included in the protocol were sufficiently executed. The teachers are sufficiently knowledgeable of the agreements regarding symptoms, assert their regular cleaning of hotspots in the children's centre, and during the observations both teachers and children wash their hands regularly.

### Reporting code domestic violence and child abuse

The holder has created a reporting code. To do so, the model created by the Brancheorganisatie Kinderopvang was used as a base. The reporting code meets most quality requirements, including the roadmap, assessment framework, and dealing with data. Additionally, the social roadmap (annex 3) is filled out for the location. The allocation of responsibilities is documented in annex 7.

The holder fosters the knowledge and use of the reporting code. From conversations with the teachers transpires that they have discussed the content of the reporting code with the team in October. Additionally, the reporting code was discussed with new employees during their onboarding. The employees state that a new special task employee has been assigned and who that is. During the inspection visit, they can name signals of domestic violence and child abuse.

### Used sources

- Observations during het inspection visit, dated 26 June 2020
- Conversations with the teachers
- Check-up conversations with the managing director and team leader (emergency care and restart childcare), dated 29 May and 10 June 2020
- Conversations via the telephone with the team leader dated 29 June, 14 July and 19 August 2020
- Hestia Rivierenbuurt Safety and Health policy, received on 2 July 2020
- 15072020-Corona Protocol Hestia Rivierenbuurt NL, received on 15 July 2020
- 26062020-Corona Protocol Hestia Rivierenbuurt NL, received on 6 July 2020
- Corona Protocol Hestia Rivierenbuurt, received on 3 June 2020
- Basic model and reporting code domestic violence (1), received on 16 August 2019
- Reporting code domestic violence child abuse including assessment framework NL-EN (1), received on 16 August 2019
- Procedure children with concerns (social roadmap), received on 16 August 2019
- Protocol child abuse and transgressional behaviour for childcare\_2018\_definitief, HESTIARB, received on 16 September 2019

## Accommodation

### Spatial requirements

#### *Indoor play area*

The day care, together with the afterschool care Hestia Rivierenbuurt, is located in a building in the schoolyard of the 15e Montessorischool Maas en Waal. Each group has its own group space, and additionally, there are multiple communal rooms, such as the atelier, the theatre room, two piazzas and the library. The inside play area has been suitably equipped for the age and number of children to be cared for.

#### *Outdoor play area*

The bordering outdoor space is designed and equipped with many natural materials. The outdoor play area has been renovated in January (2019). During the current inspection visit, the outdoor play area was suitably equipped as a natural playground with sand paths, play hills, a sand box and an outdoor play kitchen. Additionally, a vegetable garden has been installed where together with the children seeds are planted and vegetables are harvested. The inspection visit took place during a hot day, and therefore the teachers have placed swimming pools in order for the children to be able to play with water.

*In the context of an ongoing enforcement procedure (instruction, dated 21 November 2019), the condition with regards to the sleeping space has been assessed in a separate additional investigation.*

### Used sources

- Observations during the inspection visit, dated 26 June 2020

## Parental Rights

### Information

The holder informs the parents and anyone asking about the policy to be applied through the digital platform 'Speak-app'. The holder informs parents and staff about the inspection report through the website [www.hestiakinderopvang.nl](http://www.hestiakinderopvang.nl).

### Parent committee

The holder has established a parent committee, consisting of 5 members.

### Complaints and disputes

The holder is attached to the Geschillencommissie Kinderopvang. Additionally, the holder has created a complaints procedure.

For the year 2019, a yearly complaints report has been written for Hestia Rivierenbuurt B.V. This report was sent to the supervisor on 8 April 2020 and published on the website of the holder.

In this report, both the complaints for day care and the afterschool care are described, with a clear overview of the number and nature of processed complaints per location.

### Used sources

- Telephone conversations with the team leader, dated 10 and 14 July 2020
- Complaints report Rivierenbuurt 2019 EN, received on 8 April 2020
- Data of the parent committee, received on 2 July 2020
- [www.hestiakinderopvang.nl/klachten](http://www.hestiakinderopvang.nl/klachten), consulted on 17 August 2020

## Inspection Items

### Pedagogical climate

#### Pedagogical policy

- The children's centre has a pedagogical policy plan. The holder of a children's centre ensures the daily routine in the day care follows the pedagogical policy plan.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which the aspects of responsible day care are interpreted, as meant in article 2 of the Besluit kwaliteit Kinderopvang.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which the development of the child is tracked and stimulated and how a continuous development line with primary education and afterschool care is aimed for, including descriptions of at least:
  - How, with permission from the parents, knowledge about the development of the child is transferred to the school when the child transitions to primary education, and to the afterschool care when the child transitions to afterschool care;
  - How particularities or problems in the development of the child are detected and how parents are referred to suitable organisations for further support.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which the mentor discusses on a periodical basis the collected information regarding the child's development with the parents and the manner in which the parents and the child are informed about which teacher shall be the child's mentor.
- The pedagogical policy plan contains at the very least a concrete description of the work method, maximum size and age composition of the core groups.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which children are allowed to be familiarised with a new core group in which they shall be cared for.
- The pedagogical policy plan contains, if relevant, a concrete description of the times during which less teachers are employed than is required based on the number of children present, as well as the times during which it will definitely not be deviated from and the teacher-child ratio is met. The deviating employment of the minimum number of teachers based on the teacher-child ratio can differ per day of the week, be it that the deviating deployment does not change per week.
- The pedagogical policy plan contains, if relevant, a concrete description of the nature and organisation of the activities during which the children can leave the base group.
- The pedagogical policy plan contains, if relevant, a concrete description of the policy regarding making use of day care during extra half days.
- The pedagogical policy plan contains, if relevant, a concrete description of the policy with regards to the possibility of making use of care during extra day parts.
- The pedagogical policy plan contains, if relevant, a concrete description of the tasks which teachers in training, interns and volunteers in the day care can perform and the manner in which they are supported in this.

#### Pedagogical practice

- With regards to offering responsible day care, the holder of a children's centre is responsible for ensuring that, taking into account the developmental phase in which the children find themselves:
  - a. Children are approached in a sensitive and responsive manner, respect for the autonomy of the children is shown, limits are placed on and structure is offered for their behaviour, in order for children to feel emotionally safe and secure;



- b. Children are challenged in a playful manner to develop their motor, cognitive, lingual and creative skills, in order for the children to be able to function in an increasingly independent manner in a continually changing environment;
- c. Children are guided in their interactions, during which they are taught social knowledge and skills in a playful manner, in order to allow children to build and maintain increasingly independent relationships with others;
- d. Children are stimulated to be introduced in an open manner to the generally accepted values and norms within society, based on a respectful approach to others and active participation in society.

## Staff and groups

### Police clearance statement and personenregister kinderopvang

- People who must be in possession of a police clearance statement are:
  - a. the holder or intended holder of a children's centre;
  - b. people who, based on a contract with the holder or an employment agency, will be present and/or working during day care hours at the location where the holder exploits a day care centre and where children are being cared for;
  - c. the people who, based on a different agreement with the holder or an employment agency, will be present and/or working during day care hours at the location where the holder exploits a day care centre and where children are being cared for;
  - d. the people who have or will have access to the information about the children attending the day care based on the function they hold;
  - e. the people who are 18 years of age or older who live at the address on which the location is established, are or will be present during day care hours at a day care centre located at a home address.

As far as it concerns natural people, everyone meant in section a-e must be registered in the Personenregister Kinderopvang.
- After enrolling a person who falls under those listed in article 1.50 third section of the Wet in the Personenregister Kinderopvang, and after this person has been connected to the holder in this register, the person can start his/her work activities.

### Educational requirements

- Employees are in the possession of a suitable diploma, such as is included in the most recent cao Kinderopvang and cao Sociaal Werk.  
Pedagogical policy employees have followed an education suitable for the work activities, such as is included in the most recent cao Kinderopvang and cao Sociaal Werk.

### Number of professionals and requirements to deployment of teachers in training and interns

- The holder of a children's centre employs sufficient professionals for the amount of the children that are cared for, provided that:
  - The ratio between the minimum number of teachers to be deployed and the number of present children in the core group is determined based on table 1 in annex 1, component a of the Besluit kwaliteit kinderopvang and the accompanying counting rules;
  - In case a core group is combined with a base group, the ratio between the minimum number of teachers to be deployed and the number of present children in the combined group is determined based on table 1 in annex 1, component c of the Besluit kwaliteit kinderopvang and the accompanying counting rules;

- In the case children leave a core group for an activity as described in the pedagogical policy plan, this does not lead to a decrease of the total amount of minimum professionals to be deployed on the group or, should the activity take place outside of the children's centre, with regards to the situation directly preceding the activity;
- In deviation hereof less teachers can be deployed during times mentioned in the pedagogical policy plan, with a maximum of three hours.

#### Deployment of pedagogical policy employees

- The holder has determined the minimum number of hours during which the pedagogical policy employee must be employed on a yearly basis, determined based on the calculation rules in the Besluit.
- The holder of a children's centre determines on a yearly basis, should he exploit more than one children's centre, the manner in which he distributes the required minimum amount of hours a pedagogical policy employee must be deployed over the different children's centres, and records this in writing in order for this to be transparent for teachers and parents. The holder designs the distribution in such a manner that each teacher receives coaching yearly during the performing of work tasks.

#### Stability of care for the children

- Day care takes place in core groups. A child is assigned to one core group. The maximum group size is determined based on table 1 in annex 1, component a of the Besluit kwaliteit kinderopvang.  
In case a core group is combined with a base group, the maximum size of the combined group is determined based on annex 1, compartment c of the Besluit kwaliteit kinderopvang.
- The holder of a children's centre informs the parents and the child which core group the child belongs to and which teacher or teachers on which day have been assigned to the relevant core group.
- A child shall make use of a maximum of two different core group spaces per week.
- Every child is assigned a mentor. The mentor is a teacher of the child and discusses, if desirable, the development of the child with the parents on a periodic base. Additionally, the mentor is the contact person for the parents and the child regarding questions about the development and wellbeing of the child.

#### Use of the prescribed language

- The Dutch language is used as main language. When, alongside Dutch, the Frisian language or a different regional language is still actively used, the Frisian language or regional language can be used as an additional main language.

OR

Alongside the Dutch main language, an additional main language is used, because the background of the children in specific circumstances necessitates this, in accordance with a code of conduct drafted by the holder of the children's centre.

## Safety and Health

#### Safety and health policy

- The holder or intended holder of a childcare centre establishes the safety and health policy in writing and submits this during the application to operate a childcare centre. The holder evaluates, and if necessary, updates, the safety and health policy within three months after opening the childcare centre. Additionally, the holder maintains the actuality of the safety and health policy.

- The safety and health policy contains a concrete description of the manner in which the holder of a children's centre ensures that the safety and health policy is a continuous process of creating, implementing, evaluating and actualising policy, in cooperation with the employees.
- The safety and health policy contains a concrete description of the risks that come with running a child care for the relevant children's centre, and in-depth discussions are given of at least: - the main risks with severe consequences for the safety of children; - the main risks with severe consequences for the health of children; - the risk on transgressional behaviour by teachers, teachers in training, interns, volunteers, other adults present and children.
- The safety- and health policy contains a general description of the manner in which children are taught to deal with risks of which the consequences for the safety and health of the children are limited and which are therefore not classed as main risks with great consequences regarding safety and health and risk of undesirable behaviour.
- The safety and health policy contains a concrete description of the manner in which the holder of a children's centre ensures that the current safety and health policy and its evaluations are transparent to teachers, teachers in trainings, interns, volunteers and parents.
- The safety and health policy contains, if relevant, a concrete description of the manner in which the back-up has been arranged, should there be only one teacher present in the children's centre due to the teacher-child ratio or the deviation of the deployment of the minimum number of teachers based on the teacher-child ratio.

#### Reporting code domestic violence and child abuse

- The holder of a children's centre drafts a reporting code for the staff, in which is explained step-by-step how signals of domestic violence or child abuse must be treated and which reasonably contributes to support being offered as quickly and adequately as possible. The reporting code drafted by the holder for the staff contains at least the following elements:
  - a. A roadmap, including a description of the steps to be taken by the staff when dealing with signals of domestic violence or child abuse;
  - b. An assessment framework based on which the staff weighs the risk on, nature and severity of the domestic violence or child abuse, and which allows the staff to assess whether it concerns such severe domestic violence or child abuse, or a suspicion thereof, that a report is needed;
  - c. An allocation of responsibilities amongst the relevant staff members with regards to the steps in the roadmap, including stating the position of the one who has the final responsibility regarding the decision of whether or not to report;
  - d. If applicable, specific attention for special forms of violence, which necessitates special knowledge and skills of the staff;
  - e. Specific attention to the manner in which staff treats data of which they know or must at least reasonably suspect the confidential content.
- The reporting code roadmap drafted by the holder of a children's centre contains at least the following steps:
  - a. Mapping out the signals of domestic violence or child abuse;
  - b. Collegial consultation and if necessary the consultations with the advice- and reporting point domestic violence and child abuse (Veilig Thuis) or an expert regarding injury interpretation;
  - c. A conversation with the parents and, if possible, the child;
  - d. The application of the assessment framework, meant in the first section, element b;
  - e. The decision regarding:
    - Reporting, and;
    - Employing the necessary support.
- The holder fosters the knowledge about and the use of the reporting code.

## Accommodation

### Spatial requirements

- The in- and outside spaces where children reside during the duration of time they are cared for are safe, accessible and set up in a fitting manner, in accordance with the amount and age of the children to be cared for.

## Parental Rights

### Information

- The holder of a children's centre informs the parents and anyone who requests as such about the to be implemented policy as is described in article 1.48d up until and including 1.57d of the law.
- The holder of a children's centre informs the parents and the staff of the inspection report by placing it on an easily findable place on the website as soon as possible after receipt. Should there be no website available, the holder makes a copy of the inspection report available at an easily accessible place for parents and staff.

### Parent committee

- Six months after registration, a parent advisory committee has been established which is tasked with advising the holder of a children's centre regarding the subjects in article 1.60 of the Act.

OR

The requirement of establishing a children's centre does not apply because it concerns a children's centre where a maximum of 50 children are being cared for and the holder of the children's centre has demonstrably endeavoured to establish a parent advisory committee.

### Complaints and disputes

- The holder of a children's centre arranges a procedure that takes care of the dealing with complaints regarding:
  - A behavioural issue of the holder or a person working for the holder towards a parent or a child;
  - The contract between the holder and the parent.
- The procedure has been recorded in writing and provides the parent to lodge a complaint with the holder of a children's centre in writing and that the holder:
  - Diligently studies the complaint;
  - Informs the parent as much as possible of the progress of the procedure;
  - Resolves the complaint as quickly as possible, taking into account its nature;
  - Resolves the complaint no later than six weeks after it has been filed;
  - Provides the parent with a written and properly argued assessment of the complaint;
  - Includes in the assessment a reasonable timeline during which potential measures shall be realised.
- The holder of a children's centre informs the parents of the complaints procedure on behalf of parents and changes therein and acts according to this complaints policy in a suitable manner.
- 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 brief description of the complaints procedure;
  - Information regarding how the parents are informed of the complaints procedure;
  - The amount and nature of complaints dealt with per location;
  - The purport of the assessments and the nature of the measures put into place;

- 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.

- If so required due to the fact that complaints have been filed with the holder in the relevant year, the holder of a children's centre submits the yearly complaints report with the supervisor before 1 June of the following calendar year and simultaneously informs the parents of the report in a suitable manner.
- The holder of a children's centre is attached to the Geschillencommissie Kinderopvang fr dealing with:
  - a. Disputes between holder and parent regarding:
    - A behavioural issue of the holder or a person working for the holder towards a parent or a child;
    - The contract between the holder and the parent.
  - b. Disputes between holder and parent advisory committee regarding the implementation and execution of the Wettelijk adviesrecht.

## Data Organisation

### Details childcare

Naam voorziening	: Hestia Rivierenbuurt B.V.	(Name organisation)
KvK-vestigingsnummer	: 000020595603	(Chamber of commerce number)
Website	: <a href="http://www.hestiakinderopvang.nl">http://www.hestiakinderopvang.nl</a>	
Aantal kindplaatsen	: 60	(Number of child places)
Gesubsidieerde voorschoolse educatie	: Nee	(Subsidised preschool education-No)

### Details holder

Naam houder	: Hestia Rivierenbuurt B.V.	(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

### Details supervisor (GGD)

Naam GGD	: GGD Amsterdam Inspectie kinderopvang	(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)

### Details organisation ordering inspection (municipality)

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

## Planning

Datum inspectiebezoek	: 26-06-2020	(Date inspection)
Opstellen concept inspectierapport	: 24-08-2020	(Drafting concept inspection report)
Zienswijze houder	: 09-09-2020	(Point of view of the holder)
Vaststellen inspectierapport	: 09-09-2020	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	: 10-09-2020	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	: 10-09-2020	(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:	(Inspection report made public)

## Point of View Holder

*The point of view consists of a reaction from the holder on the content of the inspection report.*

On 26 – 6 – 2020, an unannounced inspection took place at Hestia Rivierenbuurt. We received the draft report on 28 – 8 – 2020. This draft report was discussed with inspector ms. N. Kemble during an adversarial procedure on 2 – 9 – 2020. In response to this discussion, several factual inaccuracies in the report were corrected.

### **The location**

The report includes a description of the location. Hestia Rivierenbuurt is a location with both children's day care and afterschool-care in one building. The day care is divided over several core groups. The yellow group, the green group, the blue group. Additional to the own group spaces, the children from the day care have access to the communal rooms in the building. Within the building, the day care children can make use of the atelier, the theatre, the library and the piazza. In the communal rooms, the children have the possibility to make contact with children from different age groups. Within the Hestia work method, it is valued for children of different ages to get in touch with other. Even though the day care and the after-school care are formally seen as two different establishments, parents, children and employees experience it as one location. A lot of cooperation happens between the day care and the after-school care. Children feel at ease with all employees in the building and all employees are familiar with the children. Because the cooperation between the two establishments is tight, the children from different locations have the opportunity to partake in activities at the different groups.

In the Reggio Emilia work method, the contact between the children is described as "the child as pedagogue". The building has been designed to foster as much interaction between the variety of groups as possible. Children from different groups and ages can always be in contact with each other due to the frequent use of glass in the building. The children have the opportunity to observe an activity taking place in a different group and can decide to want to join the activity in the other group.

The opendoorpolicy and the interaction between the various groups is also a way in which Hestia shapes the respect for the autonomy of the child at her location. Children can always see what happens in the other rooms. After consultation between colleagues and with the child, it can be discussed for them to join an activity in a different group.

At Hestia, the child is a part of its own development. This is only possible when the possibility exists for children to make a decision, and when this decision is actually respected.

Hestia Rivierenbuurt is a bilingual day care location. The children are cared for multilingually. In doing so, Hestia applies the One-Teacher-One-Language model. In practice, this means that each Hestia preschool teacher consistently speaks one language with the children. In order to realise a rich language offer of high quality, Hestia aims to hire English-speaking employees with a level of C1-C2 or (near)native speakers, with a variety of backgrounds such as American, British, Australian, etc., in accordance with the European Framework of Reference. Hestia strives for this, alongside the legal requirement of language level B2 set by the government.

Hestia Kinderopvang also takes part in the national pilot multilingualism in childcare. At our locations, we participate in project MIND. For project MIND, children are tested on the development of English and Dutch. Hestia is proud to be partaking in the pilot and is actively working to get parents to join the study.

In this point of view, I react to the findings as can be read in the report from the GGD.

The supervisor indicates that the description of coaching which the preschool teachers have received during the year 2019 is not sufficiently concrete. We have been given the opportunity to adjust this during the so-called restoration offer. In reaction to this, our pedagogical coach has submitted a detailed overview, in which not only the time spent is outlined, but the content of the coaching is also illustrated. The inspector has approved this document.

No other violations were observed during this inspection visit.

We are happy with the apt and positive description of our pedagogical practice. We thank the inspector for the dialogue, and we are looking forwards to prospective inspections with confidence.