

Annex: Point of view holder children's centre

The point of view contains a reaction of the holder on the content of the inspection report.

Point of view yearly inspection Hestia Amstelveen BV KDV

On 1 September 2020, the yearly inspection took place at Hestia Kinderopvang, location Amstelveen. In response to this visit, Hestia Kinderopvang received a concept report on 13 October. On Thursday 22 September, the adversarial meeting was held. As a follow-up to this conversation, several adjustments to the concept report were made. Through this point of view, the team leader of Hestia Amstelveen reacts to the final report submitted by the inspector.

Hestia Kinderopvang

Hestia Kinderopvang has been offering bilingual childcare in the Amstelveen location since 2010, in line with **'The Hestia Way'** which has its base in the Reggio Emilia philosophy. Within this method, children are seen as rich and competent, and a lot of space is given to the autonomy of the children. According to the Hestia way, we offer the children at the location high-quality and holistic care. Not only cognitive, (sensor-) motor and language development is focused upon, much attention is also paid to the 'person' itself, in the form of the child's well-being. The Hestia way approaches children in a positive manner and is based on the strength, curiosity and intrinsic motivation of each child. Every child is special in his or her own way. Through the implementation of the multiple intelligences (MI), it becomes clear what makes each individual special. The building and outdoor space are designed to give maximum effect to our specific working method. For example, the building is spacious and there are theme-focused areas available for activities. There is a studio, a library, a greenery, a theme room, a theatre room and a central piazza. During the day, all children from the different groups make use of these areas.

Areas

During the yearly inspection, multiple areas were studied. In this inspection, the following was examined:

- Pedagogical climate
 - Pedagogical policy
 - Pedagogical practice
- Staff and groups
 - Police clearance statement and personenregister (index of persons)
 - Educational requirements
 - Deployment policy employee
 - Stability of children
 - Use of working language
- Safety and health
 - Reporting code and child abuse
- Accommodation
- Parent rights
 - Parent advisory committee
 - Complaints and disputes

Pedagogical climate

Pedagogical policy

The organisation's pedagogical policy plan has been rewritten. In the new policy, a reading guide indicates how Hestia complies with legislation and regulations with the Hestia way. During the visit, the inspector expressed her satisfaction with the new design of the pedagogical policy. In the report,

the inspector finds that there is an extensive description of how Hestia has incorporated various pedagogical movements in the Hestia way. The inspector is also of the opinion that there is a sufficiently concrete description of how responsible day care is provided. Hestia is happy to read this assessment from the inspector.

The location-specific workplan is yet to be rewritten. This document shall be drafted in a similar style to the pedagogical policy plan.

Pedagogical practice

With regards to the area of pedagogical practice, the inspector describes the observations she made during the inspection visit. The observation demonstrates that the employees work according to the policy. The inspector concludes that there is an emotionally safe situation. More information can be found in the inspection report.

Staff and groups

For the elements police clearance statements, educational requirements, deployment of policy employee and use of working language, based on the consulted sources, the inspector deems that Hestia meets the applicable rules and regulations. An extensive explanation can be found in the inspection report.

Stability for children

In the law, stability for children means that children receive care in a core group. Care in another core group is only allowed if permission is given in writing by the parent (s) of the child. Also, every day a child is present, a familiar face must be present on the group where the child is placed.

The inspector's research shows that during the investigated period, one child was cared for in another core group without prior written consent. Here the inspector finds a violation, the requirement of care in core groups has not been met. At the request of the parent, the child in question enjoyed an extra day of childcare. Because it concerned care for a whole day, it was decided for the child to enjoy the care in the blue group. As a result of this choice, the child enjoyed care in the same group with the same children and employees. Due to the open-door-policy applied at Hestia, all parents, children and employees know each other. Parents know that a handover in the morning can be done with any preschool teacher and be received from any staff member at the end of the day. Hestia believes that by pursuing the open-door-policy, stability can be offered to children because they can find emotional security with all employees.

The inspector also determined that Hestia does not comply with the familiar face principle on a number of dates within the investigated period. In conversation with the inspector, it was indicated that in these cases it concerned force majeure. The employees in question were not available on site because they were awaiting a COVID-19 test, or test results. The dropout of the employees was absorbed with internal efforts. This, in combination with the aforementioned open-door-policy, means that Hestia believes that the emotional safety of the children on the day is guaranteed.

Although the inspector concludes a violation, she does not recommend enforcement in view of the circumstances. Hestia is grateful for the inspector's understanding of the situation.

Safety and health

Various aspects are discussed in the area of safety and health. The report indicates that in connection with ongoing enforcement regarding the safety and health policy (description of the four-eyes-principle), reference is made to the additional investigation that was carried out on the same day.

The additional investigation demonstrates that the four-eyes-principle is now part of the health and safety policy instead of the pedagogical policy plan. The further study shows that the four-eyes-principle has now been described extensively and sufficiently. This resolves the violation.

The parts of risks with large and small consequences, back-up, first aid, corona measures, reporting code for domestic violence and child abuse were assessed as satisfactory during this investigation. More information can be found in the inspection report.

Accommodation

In the part covering accommodation, it is written that Hestia Amstelveen meets the requirements. More information can be found in the inspection report.

Parent rights

The inspection report reads that Hestia Amstelveen meets the requirements. A parent advisory committee has been established. Additionally, it is described how the holder has joined the Geschillencommissie kinderopvang and has set up a complaints procedure.

That concludes this point of view.

Robin Pieplenbosch
Team leader Hestia Amstelveen

Translated Inspection Report Hestia Amstelveen KDV



Inspectierapport

Hestia Amstelveen B.V. (KDV)

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Registratienummer: 216639451

ToeziChthouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amstelveen	(By order of the Municipality of Amsterdam)
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Inspection

Inspection design

On 1 September 2020, based on article 1.62, second section of the Wet kinderopvang (*Childcare Act*), an unannounced annual inspection was performed.

Due to the risk profile drafted for this children's centre, a complete inspection in all areas was carried out.

The location manager was offered the opportunity to submit documents after the inspection visit. These were received by the inspector within the inspection period and were included in the assessment.

Simultaneously with the annual inspection, the additional investigation was performed. The results thereof are written in a different inspection report.

Reflection

Organisation

Hestia Amstelveen 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 three B.V.'s. In total, the organisation offers bilingual childcare at four children's centres in Amsterdam-Zuid and Amstelveen. The locations are headed by team leaders who each manage 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 when designing the locations and drafting the pedagogical policy and that the communication method created by Thomas Gordon is applied. Additionally, sleeping outdoors and stepping in water (or snow, during wintertime) are recognisable elements to the vision of the organisation.

Location

Hestia Amstelveen day care is registered with 59 child places. There are 4 core groups (group Yellow, group Green and group Blue), including 1 group for half-day care (group Terra). The team consists of 10 employees, 3 PMIO'ers and 3 group assistants. The current manager was appointed in Spring 2018 and regularly performs tasks of a (preschool) teacher.

The children's day care, together with the afterschool care going by the same name, is located in a building that borders the Amstelland hospital. The children's centre includes 4 group spaces and multiple other areas with a variety of functions, an atelier, the 'piazza' (communal area to eat) and the theatre.

Landelijk experiment meertalige dagopvang

At the location, bilingual care has been offered from the start (Dutch and English). The municipality Amstelveen has allowed this over the past few years. 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 which is conducted by the University of Amsterdam.

The assessment of the requirements applicable to this experiment has been expanded on in the description of the requirement 'Use of the prescribed working language'. This assessment is not part of potential enforcement by the municipality but is offered to the minister of Social Affairs and Employment for informational purposes.

It has been concluded in the inspection that the pedagogical policy plan, regarding bilingualism, is implemented and that, even though use is made of English alongside Dutch, responsible day care is offered.

Handhavingshistorie

The location has a history with several enforcement processes. The fact that there are (repeated) violations has to do with the fact that Hestia's vision is not always in line with legislation and regulations.

In 2019, several (repeated) violations were found both during the annual inspection and the additional investigation on 30 October 2019.

In an additional investigation that took place simultaneously with this annual investigation, it was assessed whether these violations have been remedied.

In this annual survey it was assessed that in the surveyed period from 17 August to 1 September 2020, 1 child was not provided with care in a group. The child was placed in 2 core groups but was cared for in 3 different groups during the period studied. The location manager was asked for an explanation but did not provide one. It was also assessed that, due to force majeure due to corona, 1 of the permanent faces was not deployed every day for the children aged 1 year and older.

Advice to the municipality

Due to the observed violations, the inspector advises to act in an enforcing manner in accordance with the enforcement policy of the municipality.

With regards to the violation regarding the deployment of permanent employees for children aged 1 and older, the inspector advises to not act in an enforcing manner.

Observations and Findings

Pedagogical climate

Pedagogical policy

A general pedagogical policy plan that is applicable to the entire organisation has been drafted. This policy had recently been renewed and is applicable to all Hestia locations. The reading guide includes references to where which requirement (listed by rules and regulation as something the pedagogical policy must adhere to) can be found in the policy plan.

Per location, an additional pedagogical work plan has been created. The location manager declares that these work plans will also be renewed. The aim is for these plans to be finished early 2021. The workplan shall subsequently be entirely in line with the pedagogical policy plan.

During this inspection, the general policy (version August 2020) and the location-specific work plan (version 21 September 2019) were assessed.

Due to continued enforcement, several requirements regarding the pedagogical policy were assessed in an additional investigation which took place on the same day. This concerns requirements performance pedagogical policy plan and the nature and organisation of activities outside the core group.

Responsible day care

The vision of the organisation is included in the general policy. Hestia applies a holistic approach, partly based on Reggio Emilia but inspired by many other educators and elements and since the start of the organisation it has been developed into something completely unique ('The Hestia Way'). All these pedagogues, schools of thought and elements are described in detail as to how these elements are given shape at Hestia. The description of aspects of responsible day care are also woven into this. This description is sufficiently concrete.

Work method, maximum size and age structure

The pedagogical work plan contains a concrete description about the structure of the day care centre, which consists of 4 main groups (Yellow, Green, Blue and half-day care Terra), and the maximum group size and age structure are clearly stated. It has also been included that during school days between 12.15 and 13.00hr, children from afterschool care are also present. Both the children in the half-day and afterschool care centres eat in the piazza with their own groups. It was discussed with the location manager that the new workplan should describe more clearly that for both half-day care and afterschool care, the teacher-child ratio is applied at group level.

Deviation teacher-child ratio

The pedagogical workplan that was sent on 20 September 2020 contains a concrete description of how the teacher-child ratio can be deviated from between 13.30 and 15.00hr and between 16.30 and 18.00hr. In a telephone conversation on 6 October 2020, it was discussed with the location manager that this is not correct because teachers take their break between 13.00 and 15.00hr. The location manager states that the times in the plan should have been changed, but this did not happen. On 8 October 2020, the location manager sent the workplan again; now it contains the correct times for deviations from the professional worker-child ratio, from 13.00 to 15.00hr and from 17.30 to 18.30hr.

Tracking development of children and referring and handover to afterschool care and primary school

Children are observed daily. General policy describes that children are observed according to the well-being method and that Howard Gardner's theory of multiple intelligences is an important part of watching and observing children at Hestia. Various parent meetings take place (an interview after 3

months, the annual parent interview, the transition interview and the exit interview) during which the development of the children is discussed. The general policy also includes how parents are referred to appropriate bodies and how handovers to primary school and afterschool care takes place.

Familiarisation policy

The familiarisation policy is described in the general policy plan. This is made up of 5 familiarisation moments. The internal familiarisation is done by means of the 'basket ritual' (the transition takes place when the child very consciously brings his/her basket with things to the new group). The workplan also describes the familiarisation policy.

Mentorship

The general policy plan states that the mentor is made known to the parents/guardians and the child during the intake interview. The mentor is the first point of contact for parents in the event of any specifics. It is also stated that the mentor conducts the parent meetings. Since observing the children is seen as a joint responsibility of the professionals in the groups, this is not done by the mentor alone. The mentor is responsible however for ensuring that all children are observed.

Extra day parts

Both the general policy and the location-specific workplan describe the policy regarding the use of extra half-days. These can be requested via the form on the website. If the base group is full, one other base group can be used for an extra day, provided there is written permission from the parents.

Pedagogical practice

Responsible care is offered at the location. Below are some examples listed which demonstrate this.

Professionals go over their actions and the daily programme. This provides predictability for the children. When children run through the group space, the professional asks what they want to do. She explains that running is not an option and that the children will soon be allowed to run outside again. There are also rules that apply that the children are made aware of by explaining them. For example, a child may go to the group after eating, but the teacher says that the child must properly stow the chair. The independence of the children is promoted for example through allowing them to help with the food (preparation), drink from cups and wash their hands themselves. There is a relaxed atmosphere in the baby group. 1 teacher sits with a child on their lap and hugs it. Another teacher gives a baby a massage, in accordance with Hestia's policy. The child visibly relaxes.

After lunch, a total of 21 children go to sleep on the mattresses in the theatre. Before the children lie down on their mattress, they step in water: the children put their feet in a large plastic container with cold water. This is in accordance with Hestia's pedagogical policy (Kneipp method). 1 child has a watch and does not want to take it off. The child cries and screams and is calmed down by the teacher who explains why the watch should be taken off while sleeping and lifts the child and takes it on your lap. When the child is finally reassured, has taken off the watch and is ready to go to sleep, another teacher says the child does not need to sleep. The child's brother is picked up because he has a fever, and the rule is that all children from the same family must subsequently be picked up. The teachers have not communicated this with each other. Once it is known that the child does not need to sleep, the clothes are put on again and the watch is put back on. Afterwards, a teacher goes to read a book with the 2 children until they are picked up. The children listen carefully and there is an emotionally safe environment.

Used sources

- Conversations with the teachers and the location manager
- Telephone conversation with the location manager on 2 September and 6 October 2020
- Inspection report yearly investigation dated 30 October 2019
- Intended order subject to incremental penalty children's day care Hestia Amstelveen dated 16 January 2020
- Pedagogical Policy plan Hestia, version 5 August 2020, received on 10 September 2020
- Hestia_Amstelveen KDV_pedagogisch werkplan version 21 September 2019, received on 20 September 2020
- Observations during inspection visit on 1 September 2020

Staff and groups

Police clearance statement and personenregister kinderopvang

The people who work at the childcare centre have a valid certificate of good conduct. They are thus registered in the Childcare Register of Persons (*Personenregister kinderopvang*) and were linked to the holder before the start of the activities. This assessment is based on a sample of staff hired since the last regular inspection visit.

Educational requirements

The professionals who work at the childcare centre have an appropriate professional qualification as stated in the Collective Labor Agreement (*cao*) for Childcare. This is based on a sample of the personnel who have been employed since the last regular inspection visit.

With her professional qualification and valid training certificate, the director has a training that is appropriate for the work and she has been appointed as a pedagogical policy employee. A separate pedagogical coach has been appointed who has followed additional training for this purpose and thus (in combination with an MBO level 4 diploma) complies in accordance with the *cao* Kinderopvang.

Number of professionals and requirements with regards to the deployment of professionals in training and interns

In the context of an ongoing enforcement process, the conditions with regard to the teacher-child ratio and the deployment of teachers in training are described in a separate, additional investigation report.

Teachers take turns having a 45-minute or 30-minute break. Based on these break times and the staff roster listing the working hours of the teachers (from the period 17 August to 1 September 2020) and the attendance lists per group (with drop-off and pick-up times), it has been assessed that at times when there are deviations from the teacher-child ratio, at least half of the teachers required in accordance with the teacher-child ratio is deployed.

It does not happen that a teacher is working alone. The location is opened and closed with a minimum of 2 employees. In the event of a calamity, a standby arrangement applies. Two people have been appointed as backup.

Deployment of pedagogical policy employees

Hestia Kinderopvang has appointed 1 pedagogical policy employee/coach for the 2 B.V.'s (with a total of 4 childcare centres). The holder has recorded in an overview how many hours the pedagogical policy employee must be deployed on an annual basis. It describes the hours for the childcare centres of this holder (Hestia Amstelveen B.V.), and it is clear how these hours are divided between the day care and afterschool care that are part of this holder.

The document 'Hestia Kinderopvang - coaching hours account' provides sufficient evidence that the intended hours for 2019 were actually achieved and that all teachers received coaching in 2019.

Stability of care for children

All children have been assigned a mentor. The mentor is the contact person for parents and responsible for the execution of observations of the mentor children.

Care in groups

There are 4 core groups:

- Yellow group with a maximum of 12 children aged 0 to 3 years;
- Green group with a maximum of 16 children aged 1,5 to 4 years;
- group Blue with a maximum of 15 children aged 2 to 5 years;
- the Terra group (half-day care) with a maximum of 16 children aged 1,5 to 4 years.

Childcare is offered in the Terra group from 07.30 to 13.00hr. The other groups are open from 07.30 to 18.30hr.

The location manager explains in a telephone conversation on 6 October 2020 that it is possible that children are placed in 2 main groups, for example because they use 2 types of care (half-day care and all-day care) or because they are in a transition phase (from baby group to toddler group). Information was sent from 2 children showing that they were indeed placed in 2 core groups. For 1 child, the location manager has declared that the child has been placed in 2 core groups and the placement agreement is already in the possession of the GGD. In the period studied, however, the child was cared for in 3 groups, namely in group Blue on 19 August, in group Terra on 26 August and in group Green on 17, 18, 20, 24, 25, 28 and 31 August and 1 September. The location manager has been asked for an explanation but has not responded.

It has been assessed that care is not always provided in core groups, due to 1 child not receiving care as such.

Familiar faces

Permanent teachers are assigned to each child. For the children aged 0, at least 1 familiar face was present daily in the period studied from 17 August to 1 September 2020. For the children from 1 year on, no permanent professionals are deployed on some days (including in group Green on 17 August, in group Blue on 19 August, in group Terra on 25 and 27 August). This was due to illness of teachers and (as on the day of the inspection visit) force majeure because of corona. For this reason, the condition has been assessed as unsatisfactory, but it is advised not to take enforcement action.

Based on this, it has been established that the following condition(s) have not been met:

- At day care, childcare takes place in core groups. A child is taken care of in one core group. The maximum group size is determined on the basis of table 1 in Appendix 1, part a of the Besluit Kwaliteit Kinderopvang.
If a base group is combined with a basic group, the maximum size of the combined group is determined on the basis of Appendix 1, part c of the Besluit Kwaliteit Kinderopvang.
(art 1.50 lid 1 lid 2 sub e sub f Wet kinderopvang; art 9 lid 1 lid 2 lid 7 lid 8 lid 9 lid 10 Besluit kwaliteit kinderopvang.)
- A child of one year or older is assigned a maximum of three permanent teachers, of whom at least one teacher per day is employed in the core group of that child. If, due to the size of the core group, three or more teachers are employed at the same time, a maximum of four permanent teachers will be assigned to a child of one year or older.
(art 1.50 lid 1 lid 2 sub d sub f Wet kinderopvang; art 9 lid 5 Besluit kwaliteit kinderopvang.)

Use of the prescribed working language

At the children's day care, bilingual care is offered, in both the Dutch and the English. language. 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.

The policy of Hestia regarding bilingualism is recorded in 3 documents: the pedagogical policy plan, the work instruction bilingualism and a code of conduct. In the current inspection it was assessed whether the pedagogical policy with regards to multilingualism is implemented in practice. The holder has drafted 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. For some policy documents, although not all, summaries in English are available. 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) in two languages.

From the observations during the inspection visit it transpires that at 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 rosters 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. The groups often work together on a structural basis, for example by eating together and undertaking activities. During these moments the offer of Dutch and English is distributed over the groups. In all reasonableness, 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 diplomas 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 (October 2019), 1 new teacher has started working at Hestia. For this teacher, 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

- Consultation Personenregister Kinderopvang on 30 September 2020
- Account Coaching/policy employee, received on 10 September 2020
- Professional qualifications, received on 10 September 2020 and already in possession of the GGD
- Dates of commencement of contract, received on 20 September 2020
- Development plans, received on 10 September 2020
- Staff schedules from 17 August up until and including 1 September 2020, received on 10 September 2020
- Attendance lists per groups from 17 August up until and including 1 September 2020, received on 10 September 2020
- Conversations with the teachers and the location manager
- Telephone conversation with the location manager on 2 September, 6 and 7 October 2020
- Pedagogical Policy plan Hestia, version 5 August 2020, received on 10 September 2020
- Hestia_Amstelveen KDV_pedagogisch werkplan version 21 September 2019, received on 20 September 2020
- Language certificate, received on 10 September 2020
- Placement lists with mentor, received on 10 September 2020
- Overview hours to be deployed Hestia Kinderopvang, received on 7 October 2020
- Explanation children at different core groups, received on 7 October 2020

Safety and health

Safety and health policy

The holder has drawn up a health and safety policy for the locations in Amstelveen.

Due to ongoing enforcement, 1 condition related to the safety and health policy (description of the four-eyes-principle) was assessed in an additional investigation conducted on the same day.

Risks with large and small consequences

The policy contains concrete descriptions of the risks associated with the care of children, including at least the main risks with major consequences for safety, health and transgressional behaviour. It also describes how children are taught to deal with risks of which the consequences are minor.

Backup

The policy contains a description of the backup procedure: 2 people act as standby in the event of a calamity.

Accessibility of policy

The way in which the safety and health policy and the evaluations thereof are transparent to employees and parents and how the backup has been arranged have also been documented sufficiently concretely. Employees can view the policy documents via the digital portal Speakapp (red.). It is stated that parents can request the policy from the location manager.

EHBO (First Aid)

On the basis of a sample of the personnel rosters from 17 August to 1 September 2020, it transpires that at least 1 adult was present at the childcare centre every day who is in possession of a valid first aid certificate.

The implementation of the safety and health policy was assessed on the basis of themes: corona measures (including hand hygiene) and the four-eyes-principle.

Corona measures

A separate protocol and work instruction has been drawn up with measures to limit the spread of the corona virus. During the inspection visit, the teachers were aware of the agreements and these are implemented. For example, hands are regularly washed, and the teachers declare that they clean the hand contact points regularly. Guided tours are now also given to 1 parent at a time and parents do not come into the group but wait outside or in the hall. To ensure that the 1.5-meter distance can always be guaranteed, the size of each room and how many employees are allowed to be present at the same time has been calculated. This is also included in the protocol. For the baby group, a maximum of 2 people may be present in the room at the same time. If 3 teachers are allocated to a group due to the number of children, 1 of them will do an activity with a group of children outside the group room.

Four eyes principle

The agreements regarding the four-eyes-principle are documented in the safety and health policy. The teachers are aware of these agreements during the inspection visit. There are many (large) windows on the location so that all groups and the changing rooms can be seen from the outside. Additionally, an employee is never alone at the location and baby monitors are used.

Reporting code domestic violence and child abuse

The holder has drafted a reporting code domestic violence and child abuse through the use of the model created by the Brancheorganisatie Kinderopvang. The adopted reporting code meets the quality requirements, and the social roadmap has been filled out for the location. Additionally, the assessment framework has been translated in English by the holder in order for the English-speaking employees to consult it.

The holder fosters the knowledge of the reporting code. It can for example be consulted through the digital portal Speakapp (red.). Employees are familiar with the signals and know the first steps of the reporting code.

Used sources

- Conversations with the teachers
- Telephone conversation with the location manager on 2 September and 6 October 2020
- Protocol child abuse and transgressional behaviour for children's day care_2018_definitive, already in the possession of the GGD
- Social roadmap, already in the possession of the GGD
- Policy plan safety and health Hestia Amstelveen, received on 10 September 2020
- First aid certificates, already in the possession of the GGD
- Flowchart washing hands, received on 10 September 2020
- Corona Protocol and work instruction Hestia Amstelveen NL/ENG version 11 September 2020, received on 11 September 2020

Accommodation

The children's day care, together with the afterschool care going by the same name, is located in a building that borders the Amstelland hospital. The building has been arranged in a transparent manner, with group spaces and multiple communal spaces, such as the piazza, the theatre, the atelier, the greenery, the library and the theme corner.

Spatial requirements

Arrangement/design indoor space

The group rooms are appropriately furnished in accordance with the number and ages of the children to be cared for. In the area of the Yellow group (the baby group) there are several (play) rugs on the floor and hanging cradles and various senso-motor play materials are available. The spaces of the Blue and Green group are decorated with a variety of themed 'corners', such as a building or home corner. There are also tables in both rooms and loose (wooden) materials including toy animals, balls, blocks and puzzles. The play material in the rooms is placed at child height as much as possible, so that the children can pick it up independently and put it away again. The group room can be rearranged for each theme/project. In accordance with Hestia's vision, the spaces are not completely filled with (game) material. The location manager explains that water is the new theme/project. Activities are organised around the water cycle; there are water toys (to donate things, to measure), puzzles as well as materials used to do experiments.

The other areas are also suitably furnished. For example, the library has a small podium with cushions where the children can read a book and the piazza is the common area where people eat. The theatre is used by the oldest children to sleep on mattresses, but there is also a stage and mirror for activities.

Arrangement/design outdoor space

There is 1 common outdoor space surrounding the location, for both the day care children and those attending afterschool care. The outdoor space has been arranged as a nature playground. There is also an area where children can do activities such as cycling.

Used sources:

- Conversations with employees and the location manager
- Telephone conversation with the location manager on 2 September 2020
- Pedagogical policy plan Hestia, version 5 August 2020, received on 10 September 2020
- Hestia_Amstelveen KDV_pedagogisch werkplan (pedagogical workplan) version 21 September 2019, received on 20 September 2020
- Observations during the inspection visit on 1 September 2020

Parental rights

Parent committee

A parent committee has been established, which at the time of the inspection consisted of 5 members.

Complaints and disputes

The holder is affiliated with the Geschillencommissie Kinderopvang. Additionally, the holder has drafted a complaints procedure. Parents are informed about this procedure through the website www.hestiakinderopvang.nl

Used sources

- Overview of the members of the parent committee, received on 10 September 2020
- www.hestiakinderopvang.nl/klachten, consulted on 2 October 2020
- Website Landelijk register kinderopvang, consulted on 2 October 2020
- Email message from the location manager on 7 October 2020
- Telephone conversation with the location manager on 7 October 2020

Inspection Items

Pedagogical climate

Pedagogical policy

- The pedagogical policy plan contains at 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 policy with regards to the possibility of making use of care during extra day parts.

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.

Insofar 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 with regards to the deployment of professionals in training and interns

- The hours during which, in accordance with the pedagogical policy plan, less professionals are deployed, at least half of the necessary number of teachers based on the professional-child ratio is working in the group.
- Should the deployment of the minimum amount of professionals in proportion to the amount of present children in the core group as meant in article 7 section 2 of the Besluit kwaliteit Kinderopvang lead to only one professional being present in the children's centre, an additional adult must be available who is reachable via the telephone and can be present at the children's centre within fifteen minutes in case of an incident.

Deployment of pedagogical policy employees

- The holder of a children's centre deploys the pedagogical policy employee to coach professionals in performing their work activities as well as the realisation and implementation of the pedagogical policy resolutions. The minimum number of hours for deployment is calculated yearly 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 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 core group is determined based on annex 1, element c of the Besluit kwaliteit kinderopvang.
- A child of the age of one year or older is assigned a maximum of three permanent professionals, of whom at least one is working in the core group of the child each day. Should there be three or more professionals working at the same time due to the size of the core group, a maximum of four permanent professionals shall be assigned to a child of one year or older.
- A child shall make use of a maximum of two different core group spaces per week.
- Each 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 working 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 of a children's centre has created a policy for each children's centre which leads to the safety and health of the children to be cared for to be safeguarded as much as possible. The holder ensures that the teachers at the afterschool care work according to the safety and health policy.
- 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.
- The holder of a children's centre ensures that at least one adult qualified for administering first aid to children is present at all times during the day, according to the additional rules connected to this qualification, set in the Regeling Wet Kinderopvang.

Reporting code domestic violence and children's 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 outdoor 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

Parent advisory 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 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 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.
- 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

Opvanggegevens

Naam voorziening	:	Hestia Amstelveen B.V.
KvK-vestigingsnummer	:	000021062145
Website	:	http://www.hestiakinderopvang.nl
Aantal kindplaatsen	:	59
Gesubsidieerde voorschoolse educatie	:	Nee

Gegevens houder

Naam houder	:	hestia amstelveen b.v.
Adres houder	:	Postbus 16
postcode en plaats	:	1120 AA LANDSMEER
KvK-nummer	:	50206087

(Day care data)

(Name organisation)
(Chamber of commerce number)
(Number of child places)
(Subsidised preschool education-No)

(Data holder)

(Name holder)
(Address holder)
(Postal code and residence)
(Chamber of commerce number)

Data Supervision

Gegevens toezichthouder (GGD)

Naam GGD	:	GGD Amsterdam Inspectie kinderopvang
Postadres	:	Postbus 2200
Postcode en plaats	:	1000 CE AMSTERDAM
Telefoonnummer	:	020 555 55 75
Onderzoek uitgevoerd door	:	Mw. W. van Gurp, MSc.

Gegevens opdrachtgever (gemeente)

Naam	:	Gemeente Amstelveen
Postadres	:	Laan Nieuwer-Amstel 1
Postcode en plaats	:	1182 JR AMSTELVEEN

Planning

Datum inspectiebezoek	:	01-09-2020
Opstellen concept inspectierapport	:	13-10-2020
Zienswijze houder	:	29-10-2020
Vaststellen inspectierapport	:	29-10-2020
Verzenden inspectierapport naar houder en oudercommissie	:	03-11-2020
Verzenden inspectierapport naar gemeente	:	03-11-2020
Openbaar maken inspectierapport	:	

(Data supervisor (GGD))

(Name GGD)
(Address)
(Postal code and residence)
(Telephone number)
(Inspection performed by)

(Data organisation ordering inspection)

(Name: Municipality Amstelveen)
(Address)
(Postal code and residence)

(Planning)

(Date inspection)
(Drafting concept inspection report)
(Point of view of the holder)
(Confirmation inspection report)
(Forwarding inspection report to holder and parent committee)
(Forwarding inspection report to municipality)
(Inspection report made public)

Annex: Point of view holder children's centre

The point of view contains a reaction of the holder on the content of the inspection report.

Point of view yearly inspection Hestia Amstelveen BV KDV

On 1 September 2020, the yearly inspection took place at Hestia Kinderopvang, location Amstelveen. In response to this visit, Hestia Kinderopvang received a concept report on 13 October. On Thursday 22 September, the adversarial meeting was held. As a follow-up to this conversation, several adjustments to the concept report were made. Through this point of view, the team leader of Hestia Amstelveen reacts to the final report submitted by the inspector.

Hestia Kinderopvang

Hestia Kinderopvang has been offering bilingual childcare in the Amstelveen location since 2010, in line with **'The Hestia Way'** which has its base in the Reggio Emilia philosophy. Within this method, children are seen as rich and competent, and a lot of space is given to the autonomy of the children. According to the Hestia way, we offer the children at the location high-quality and holistic care. Not only cognitive, (sensor-) motor and language development is focused upon, much attention is also paid to the 'person' itself, in the form of the child's well-being. The Hestia way approaches children in a positive manner and is based on the strength, curiosity and intrinsic motivation of each child. Every child is special in his or her own way. Through the implementation of the multiple intelligences (MI), it becomes clear what makes each individual special. The building and outdoor space are designed to give maximum effect to our specific working method. For example, the building is spacious and there are theme-focused areas available for activities. There is a studio, a library, a greenery, a theme room, a theatre room and a central piazza. During the day, all children from the different groups make use of these areas.

Areas

During the yearly inspection, multiple areas were studied. In this inspection, the following was examined:

- Pedagogical climate
 - Pedagogical policy
 - Pedagogical practice
- Staff and groups
 - Police clearance statement and personenregister (index of persons)
 - Educational requirements
 - Deployment policy employee
 - Stability of children
 - Use of working language
- Safety and health
 - Reporting code and child abuse
- Accommodation
- Parent rights
 - Parent advisory committee
 - Complaints and disputes

Pedagogical climate

Pedagogical policy

The organisation's pedagogical policy plan has been rewritten. In the new policy, a reading guide indicates how Hestia complies with legislation and regulations with the Hestia way. During the visit,

the inspector expressed her satisfaction with the new design of the pedagogical policy. In the report, the inspector finds that there is an extensive description of how Hestia has incorporated various pedagogical movements in the Hestia way. The inspector is also of the opinion that there is a sufficiently concrete description of how responsible day care is provided. Hestia is happy to read this assessment from the inspector.

The location-specific workplan is yet to be rewritten. This document shall be drafted in a similar style to the pedagogical policy plan.

Pedagogical practice

With regards to the area of pedagogical practice, the inspector describes the observations she made during the inspection visit. The observation demonstrates that the employees work according to the policy. The inspector concludes that there is an emotionally safe situation. More information can be found in the inspection report.

Staff and groups

For the elements police clearance statements, educational requirements, deployment of policy employee and use of working language, based on the consulted sources, the inspector deems that Hestia meets the applicable rules and regulations. An extensive explanation can be found in the inspection report.

Stability for children

In the law, stability for children means that children receive care in a core group. Care in another core group is only allowed if permission is given in writing by the parent (s) of the child. Also, every day a child is present, a familiar face must be present on the group where the child is placed.

The inspector's research shows that during the investigated period, one child was cared for in another core group without prior written consent. Here the inspector finds a violation, the requirement of care in core groups has not been met. At the request of the parent, the child in question enjoyed an extra day of childcare. Because it concerned care for a whole day, it was decided for the child to enjoy the care in the blue group. As a result of this choice, the child enjoyed care in the same group with the same children and employees. Due to the open-door-policy applied at Hestia, all parents, children and employees know each other. Parents know that a handover in the morning can be done with any preschool teacher and be received from any staff member at the end of the day. Hestia believes that by pursuing the open-door-policy, stability can be offered to children because they can find emotional security with all employees.

The inspector also determined that Hestia does not comply with the familiar face principle on a number of dates within the investigated period. In conversation with the inspector, it was indicated that in these cases it concerned force majeure. The employees in question were not available on site because they were awaiting a COVID-19 test, or test results. The dropout of the employees was absorbed with internal efforts. This, in combination with the aforementioned open-door-policy, means that Hestia believes that the emotional safety of the children on the day is guaranteed.

Although the inspector concludes a violation, she does not recommend enforcement in view of the circumstances. Hestia is grateful for the inspector's understanding of the situation.

Safety and health

Various aspects are discussed in the area of safety and health. The report indicates that in connection with ongoing enforcement regarding the safety and health policy (description of the four-eyes-principle), reference is made to the additional investigation that was carried out on the same day.

The additional investigation demonstrates that the four-eyes-principle is now part of the health and safety policy instead of the pedagogical policy plan. The further study shows that the four-eyes-principle has now been described extensively and sufficiently. This resolves the violation.

The parts of risks with large and small consequences, back-up, first aid, corona measures, reporting code for domestic violence and child abuse were assessed as satisfactory during this investigation. More information can be found in the inspection report.

Accommodation

In the part covering accommodation, it is written that Hestia Amstelveen meets the requirements. More information can be found in the inspection report.

Parent rights

The inspection report reads that Hestia Amstelveen meets the requirements. A parent advisory committee has been established. Additionally, it is described how the holder has joined the Geschillencommissie kinderopvang and has set up a complaints procedure.

That concludes this point of view.

Robin Pieplenbosch
Team leader Hestia Amstelveen