

## 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 BSO

On 1 September 2020, the yearly inspection took place at Hestia Amstelveen afterschool care. In response to this visit, Hestia received a concept report on 16 October 2020. On Thursday 22 October, the adversarial meeting was held. As a follow-up to this conversation, several adjustments to the concept report were made. With 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 '**Hestia Way**' which has its origins 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. Within the Hestia way, we offer the children at the location high-quality and holistic care. Since the move to the Laan van de Heelende Meesters, Hestia Amstelveen also offers afterschool care. The Hestia Amstelveen afterschool care is a bilingual afterschool care. The building and the outdoor space are designed to give maximum effect to our specific working method. For example, the building is spacious and there are specific areas available for activities. There is an atelier, 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.

Attention is not only paid to cognitive and language development, but also to the 'person' in the form of the child's well-being. There must be room for relaxation at the afterschool care. After a busy day at school, the time the children spend at Hestia is also free time. The Hestia Way approaches children in a positive manner and assumes the strength, curiosity, and intrinsic motivation of each child. Every child is special in his or her own way. With the implementation of the multiple intelligences (MI), it becomes clear what makes each individual special.

### 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 teachers in training
  - 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 report states that several conditions of the pedagogical policy are assessed in an additional investigation that took place on the same day as the annual inspection. These are the working method and age structure of the base groups, the description of the implementation of responsible afterschool care and the nature and organisation of activities outside the base group.

### **The work method and age structure of the base groups**

The report states that the work plan and policy plan do not clearly describe when the children are in their own base group. Within the Hestia Way method, the child is the primary pedagogue. This means that children must be free to interact with each other and do activities with a group of children of their choice. The children at the Hestia childcare afterschool care enjoy this freedom. Because there is a lot of contact between the different base groups, all children are familiar with each other. In addition to implementing our stated working method, Hestia wants to comply with the Childcare Act. In order to meet the requirement of childcare in their own base group, Hestia has implemented that the children have the eating moment in their own base group, as the inspector has observed in practice. When rewriting the location-specific work plan, this method will also be clearly included in the document. Hestia is confident to resolve the violation in this way.

In the additional investigation, it can also be read that the effects on the legal teacher-child ratio (BKR) and the group size are not included in the policy. During the hearing, the inspector indicates that the Education Inspectorate has advised that children under the age of 4 should no longer be counted as a 4-year-old when calculating the teacher-child ratio. The effect of this is that the BKR changes into one teacher per 8 children with a maximum group size of 16 children per day. Because this is an advice and there are no regulations yet, Hestia is of the opinion that this does not apply. In the currently available regulations, it can be read that children of 3 who are enrolled at school, count as a 4-year-old when calculating the BKR. This exception means that the BKR of the afterschool care remains unchanged. In addition, the Childcare Act states that an afterschool care group with children aged 4-7 years may consist of a maximum of 20 children. The base group Terra 1, where children under 4 are taken care of, has room for a maximum of 18 children per day.

### **The description of how responsible afterschool care is implemented**

The inspection report reads that the implementation of responsible afterschool care for children aged 4 and older has been described. Children under the age of 4 are also cared for at the afterschool care centre at Amstelveen. The inspector indicates that, after rewriting the location-specific work plan, extra attention will be paid to this during a subsequent inspection.

### **The nature and organisation of activities outside the base group**

The report states that it is clearly described at what times children do activities outside the base group.

### *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 base group. Care in another base group is only allowed if permission is given in writing by the parent (s) of the child.

The inspector assessed that the policy that is implemented in practice, eating in the own base group, is not described in the pedagogical policy plan and the location-specific work plan, which means that Hestia does not meet the condition. As indicated earlier, this will be added to the policy document when rewriting the work plan. This, in combination with the open-door-policy, means that Hestia believes that the emotional safety of the children is guaranteed, and the violation has been resolved.

### *Safety and health*

Various aspects are discussed in the area of safety and health. The report indicates that due to 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 inspection. 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 BSO



## Inspectierapport

### **Hestia Amstelveen B.V. (BSO)**

Laan van de Helende Meesters 4  
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Registratienummer: 317358327

ToeziChthouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amstelveen	(By order of the Municipality of Amsterdam)
Datum inspectie	: 01-09-2020	(Date of inspection)
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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 afterschool care is registered with 30 child places. Formally, there are 2 groups: Terra 1 (for children aged 3 to 12) and Terra 2 (for children aged 4 to 12). The afterschool care, together with the children's day care going by the same name, is located in a building that borders the Amstelland hospital. In addition to the group spaces, the children's centre includes multiple other areas with a variety of purposes, for example a greenery, an atelier, the 'piazza' and the theatre. The location provides bilingual childcare, in both Dutch and English.

The team consists of 2 teachers. The location manager states that a third employee will start shortly. In the event of illness, vacation or leave, a professional from the day care centre is deployed. The location manager has been working at the location for more than 2 years and can also work as a teacher.

### Prior history

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 9 October 2019.

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

During this annual inspection, it was assessed that on some days more than a third of the professionals at afterschool care in the period studied are PMIO'ers. It was also assessed that on some days no teacher was deployed at the childcare centre who had a valid first aid certificate. Both violations were committed because of force majeure due to corona.

#### Advice to the municipality

With regards to the violation regarding the deployment of PMIO'ers and the presence of an adult with a valid first aid certificate, the inspector advises to not act in an enforcing manner.

The other assessed requirements have not led to any further violations being detected, and the inspector advises to accept this report for informational purposes.

## 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 aligned 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 the implementation of the pedagogical policy plan, the work method and age structure of the base groups, the description of how responsible afterschool care is offered, and the nature and organisation of activities outside the base group.

#### *Tracking development of children and referrals*

The 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. Both the general policy and the work plan include how parents are referred.

#### *Familiarisation policy*

The familiarisation policy is described in the general policy plan. It is mainly focused on the children from the day care. The work plan does describe the familiarisation policy that relates to afterschool care. Regarding internal familiarisation, the general policy describes that children will all receive a backpack from Hestia when they transfer to afterschool care, as a symbol of the new school-going phase in their lives.

#### *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.

#### *Deviation teacher-child ratio*

The work plan states that during school-free days, deviations from the teacher-child ratio can be made between 08.30 and 09.00hr, between 13.00 and 15.00hr and between 18.00 and 18.30hr.

#### *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.



### Multilingualism

Multilingual afterschool care is provided in the children's centre. The pedagogical work plan describes the policy on multilingual care in concrete terms: the one-person-one-language strategy is used. The policy also states that the offer is at least 50% per year in the Dutch language and 30-50% in the English language. The staff administration shows that Dutch is spoken at least 50 percent of the time; if one teacher is deployed, this can be a Dutch-speaking or an English-speaking professional. The description meets the relevant requirement.

### Pedagogical practice

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

Children are given an explanation if they do something that is not allowed. The PMIO'er does this with an I-message ("*I don't want you to climb into the box. I like it when you make something out of it, but don't walk in because then you can fall*"). Two children are playing with chairs and a cardboard box. If another child wants a chair and these children do not allow this, the teacher also gives an explanation ("*Is this chair yours? Look how many chairs you already have? I think you can give one to her*").

1 teacher prepares lunch with one child, this is in accordance with the policy of the organisation. During the preparation, the teacher talks to the child and explains. During the meal in their own base group, they talk about the food and about what concerns the children. Children are taught that they can ask for a new cracker when they finish their cracker.

After lunch, all the children sit on a rug in the group room and their names are called using a song. The PMIO'er allows children to choose: either to do an experiment with water and candles or colouring outside on stones. Most children want to go outside. 3 children can go along with 1 teacher. The other children can do the experiment with the PMIO'er. They stay on the rug and say they do not want to participate. The PMIO'er explains that it will only take a very short time and that she would like to do it because of the theme 'water'. Afterwards, the children can play outside. The PMIO'er succeeds in arousing the interest of the children and the children sit down at the table. Together with the children, water is put in a container and afterwards ecoline is added. A tea light is placed in the water that is lighted by the teacher and the children take turns to put a glass over it. When the tea light goes out, the teacher explains how this can be done. When arriving at the last child, the matches have run out and the teacher says she will buy new ones tomorrow so that the child can do the experiment next time. It was discussed with the location manager that compulsory participation in activities (even if children indicate that they do not want to) does not match Hestia's vision. He says that an assessment of the situation is always made because if this is not done at times, children only play freely. At times we also want the children to do something, he explains.

### 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 22 November 2019
- Inspection report additional investigation dated 9 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 regarding the (deviation of the) teacher-child ratio is described in a separate, additional investigation report.

It is possible that a professional is working alone. Because the day care centre of the same name is located in the same building, it does not happen that the teacher is alone in the building. In the event of an emergency, a backup arrangement applies. 2 persons have been appointed as rear guard.

### *Deployment of teachers in training (PMIO)*

During the investigated period from 17 August to 1 September 2020, it happened that 1 of the 3 PMIO'ers was deployed as a teacher at the afterschool care. As a result, on 20 and 25 August and on 1 September 2020 (the day of the inspection visit), more than a third of the total minimum number of teachers to be deployed at the childcare centre was PMIO staff. Because of the staff shortage due to corona and force majeure due to corona, it was not possible on these days to deploy a permanent teacher or substitute worker (whether or not from the day care centre). The location manager declares in a telephone conversation on 6 October 2020 that the PMIO employee in question is familiar with the children and this is also evident during the inspection visit. The use of a PMIO employee instead of an unknown substitute worker was a pedagogical consideration.

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

- The deployment of teachers in training and trainees takes place in accordance with the conditions included in the most recently commenced Childcare and Social Work *cao*, on the understanding that during the afterschool care no more than one third of the total minimum number of teachers to be deployed at the childcare centre consists of teachers in training or trainees. The minimum number of professionals to be deployed at the childcare centre is formed by the sum of the minimum number of teachers to be deployed in the individual base groups on the basis of Article 16 of the Childcare Quality Act.

When determining the deployment of teachers in training and trainees, the training phase they are in at that time is taken into account.

(art 1.50 lid 1 lid 2 sub c Wet kinderopvang; art 9c Regeling wet kinderopvang; art 16 lid 1 lid 2 lid 7 lid 8 Besluit kwaliteit kinderopvang.)

### 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

In the context of a continuing enforcement procedure, the requirement regarding care in groups is described in a separate additional investigation report.

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.

### Use of the prescribed working language

Multilingual afterschool care is provided in the children's centre. In addition to Dutch, English is also spoken. The pedagogical policy plan describes the procedure with regard to multilingual afterschool care. During the inspection visit it was observed that this method is also being carried out. The teachers are also aware of this. The pedagogical work plan states that English is spoken a maximum of 50 percent of the time and that the schedules clearly state which professionals speak English and which professionals speak Dutch. According to the pedagogical policy plan, every effort is made to provide a daily supply of both English and Dutch. If only 1 teacher is deployed, this can be a Dutch-speaking or an English-speaking professional. The staff schedules in the period studied show that English-speaking and Dutch-speaking teachers were deployed in varying compositions.

### 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

## 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, the condition related to the implementation of the safety and health policy was assessed in an additional investigation conducted on the same day.

#### *Risks with small consequences*

The policy contains concrete descriptions of the risks associated with the care for 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 has also been documented sufficiently concretely. Employees can access the policy documents via the digital portal Speakapp (red.). It is described that parents can request the policy from the location manager.

#### *First Aid*

Based on a random sample of the staff schedules from the period from 17 August to 1 September 2020, it appears that there has not been at least 1 adult who is in possession of a valid first aid certificate present at the childcare centre every day, including on 21 and 28 August 2020. It is Hestia's policy that all employees (once they are through their probationary period) receive first aid training. Certificates of some employees (including those of the location manager) have expired and because of force majeure due to corona, it has not yet been possible to schedule a refresher course. The location manager declares that the courses were already scheduled, but have been cancelled. Hestia is busy rescheduling the courses (at the end of October or at the latest in November 2020), so that all employees will soon be in possession of a valid first aid certificate.

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

- The holder of a childcare centre ensures that at all times during the afterschool care, there is at least one adult who is qualified to provide first aid to children present, in accordance with the additional rules set for this qualification in the Regulations.  
(art 1.49 lid 1 art 1.50 lid 1 lid 2 sub a Wet kinderopvang; art 8 lid 1 art 9b lid 1 Regeling wet kinderopvang; art 13 lid 4 Besluit kwaliteit kinderopvang.)

#### *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. The assessment

framework has been translated in English by the holder in order for the English-speaking employees to also be able 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
- Email message from the location manager, dated 14 October 2020

## Accommodation

### Spatial requirements

#### *Arrangement/design indoor space*

In the largest afterschool area, for example, there are tables with stools, a toy kitchen and its blocks, kapla, a pallet and cardboard boxes to play with. The other afterschool care area has now been set up as a research room with craft and drawing materials. This is used for activities.

The library (adjacent to the piazza) is furnished with a small podium with cushions where the children can read a book. The piazza is the common area where people eat.

#### *Arrangement/design outdoor space*

The outdoor playground surrounding the centre is shared with the children from the day care. The outdoor space has been arranged as a nature playground. There is also an area where children can do activities such as cycling and playing soccer.

### 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](http://www.hestiakinderopvang.nl)

### Used sources

- Overview of the members of the parent committee, received on 10 September 2020
- [www.hestiakinderopvang.nl/klachten](http://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 way particularities in the development of the child or issues are detected and how parents are referred to suitable institutions for further support.
- The pedagogical policy plan contains at the very least a concrete description of the way the mentor discusses the collected information regarding the child's development with the parents on a periodical basis 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 way children are allowed to be familiarised with a new core group in which they shall be cared for.
- The pedagogical policy plan contains, if applicable, 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 applicable, 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 way multilingual afterschool care is applied in the children's centre.

#### 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

- Professionals are in the possession of a suitable diploma, such as is included in the most recent cao Kinderopvang and cao Sociaal Werk.  
Additionally, a teacher working at a multilingual afterschool care holds a certificate of proof demonstrating his/her ability of possessing the skills 'conversations', 'reading', 'listening' and 'speaking' for German, English, or French at least at the level B2 of the European Reference Framework (Europees Referentiekader, ERK) for languages.
- 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 deployment of teachers in training and interns happens in accordance with the requirements included in the most recently started cao Kinderopvang and cao Sociaal werk, provided that during the day care a maximum of one third of the total minimum number of teachers to be deployed at the children's centre consists of teachers in training or interns. The minimum number of teachers to be deployed at the children's centre is formed by the sum of the minimum number of teachers to be deployed in separate core groups based on article 7 of the Besluit kwaliteit kinderopvang.  
When determining the deployment of the teachers in training and interns, the current educational phase they find themselves in must be considered.
- Should the deployment of the minimum number 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.  
The holder of a children's centre informs the staff working at the centre about the name and number of this person.

### 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

- 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 safety and health policy contains a concrete description of the risks that come with running a childcare 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 way 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 way the holder of a children's centre ensures that the current safety and health policy and its evaluations are accessible for teachers, teachers in trainings, interns, volunteers, and parents.
- The safety and health policy contains, if applicable, 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 afterschool care, 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 suitable informs the parents of the complaints procedure on behalf of parents and changes therein and acts according to this complaints policy.
  - The holder of a children's centre is attached to the Geschillencommissie Kinderopvang for 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.	<b>(Day care data)</b> (Name organisation)
KvK-vestigingsnummer	:	000021062145	(Chamber of commerce number)
Website	:	<a href="http://www.hestiakinderopvang.nl">http://www.hestiakinderopvang.nl</a>	(Number of child places)
Aantal kindplaatsen	:	30	(Subsidised preschool education- No)
Gesubsidieerde voorschoolse educatie	:	Nee	

### Gegevens houder

Naam houder	:	hestia amstelveen b.v.	<b>(Data holder)</b> (Name holder)
Adres houder	:	Postbus 16	(Address holder)
postcode en plaats	:	1120 AA LANDSMEER	(Postal code and residence)
KvK-nummer	:	50206087	(Chamber of commerce number)

## Data Supervision

### Gegevens toezichthouder (GGD)

Naam GGD	:	GGD Amsterdam Inspectie kinderopvang	<b>(Data supervisor (GGD))</b> (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. W. van Gurp, MSc.	(Inspection performed by)

### Gegevens opdrachtgever (gemeente)

Naam	:	Gemeente Amstelveen	<b>(Data organisation ordering inspection)</b> (Name: Municipality Amstelveen)
Postadres	:	Laan Nieuwer-Amstel 1	(Address)
Postcode en plaats	:	1182 JR AMSTELVEEN	(Postal code and residence)

### Planning

Datum inspectiebezoek	:	01-09-2020	<b>(Planning)</b> (Date inspection)
Opstellen concept inspectierapport	:	16-10-2020	(Drafting concept inspection report)
Zienswijze houder	:	02-11-2020	(Point of view of the holder)
Vaststellen inspectierapport	:	02-11-2020	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	:	03-11-2020	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	:	03-11-2020	(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:		(Inspection report made public)

## Annex: Point of view holder children's centre

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

### Point of view yearly inspection Hestia Amstelveen BV BSO

On 1 September 2020, the yearly inspection took place at Hestia Amstelveen afterschool care. In response to this visit, Hestia received a concept report on 16 October 2020. On Thursday 22 October, the adversarial meeting was held. As a follow-up to this conversation, several adjustments to the concept report were made. With 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 '**Hestia Way**' which has its origins 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. Within the Hestia way, we offer the children at the location high-quality and holistic care. Since the move to the Laan van de Heelende Meesters, Hestia Amstelveen also offers afterschool care. The Hestia Amstelveen afterschool care is a bilingual afterschool care. The building and the outdoor space are designed to give maximum effect to our specific working method. For example, the building is spacious and there are specific areas available for activities. There is an atelier, 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.

Attention is not only paid to cognitive and language development, but also to the 'person' in the form of the child's well-being. There must be room for relaxation at the afterschool care. After a busy day at school, the time the children spend at Hestia is also free time. The Hestia Way approaches children in a positive manner and assumes the strength, curiosity, and intrinsic motivation of each child. Every child is special in his or her own way. With the implementation of the multiple intelligences (MI), it becomes clear what makes each individual special.

### 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 teachers in training
  - 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 report states that several conditions of the pedagogical policy are assessed in an additional investigation that took place on the same day as the annual inspection. These are the working method and age structure of the base groups, the description of the implementation of responsible afterschool care and the nature and organisation of activities outside the base group.

### **The work method and age structure of the base groups**

The report states that the work plan and policy plan do not clearly describe when the children are in their own base group. Within the Hestia Way method, the child is the primary pedagogue. This means that children must be free to interact with each other and do activities with a group of children of their choice. The children at the Hestia childcare afterschool care enjoy this freedom. Because there is a lot of contact between the different base groups, all children are familiar with each other. In addition to implementing our stated working method, Hestia wants to comply with the Childcare Act. In order to meet the requirement of childcare in their own base group, Hestia has implemented that the children have the eating moment in their own base group, as the inspector has observed in practice. When rewriting the location-specific work plan, this method will also be clearly included in the document. Hestia is confident to resolve the violation in this way.

In the additional investigation, it can also be read that the effects on the legal teacher-child ratio (BKR) and the group size are not included in the policy. During the hearing, the inspector indicates that the Education Inspectorate has advised that children under the age of 4 should no longer be counted as a 4-year-old when calculating the teacher-child ratio. The effect of this is that the BKR changes into one teacher per 8 children with a maximum group size of 16 children per day. Because this is an advice and there are no regulations yet, Hestia is of the opinion that this does not apply. In the currently available regulations, it can be read that children of 3 who are enrolled at school, count as a 4-year-old when calculating the BKR. This exception means that the BKR of the afterschool care remains unchanged. In addition, the Childcare Act states that an afterschool care group with children aged 4-7 years may consist of a maximum of 20 children. The base group Terra 1, where children under 4 are taken care of, has room for a maximum of 18 children per day.

### **The description of how responsible afterschool care is implemented**

The inspection report reads that the implementation of responsible afterschool care for children aged 4 and older has been described. Children under the age of 4 are also cared for at the afterschool care centre at Amstelveen. The inspector indicates that, after rewriting the location-specific work plan, extra attention will be paid to this during a subsequent inspection.

### **The nature and organisation of activities outside the base group**

The report states that it is clearly described at what times children do activities outside the base group.

### *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 base group. Care in another base group is only allowed if permission is given in writing by the parent (s) of the child.

The inspector assessed that the policy that is implemented in practice, eating in the own base group, is not described in the pedagogical policy plan and the location-specific work plan, which means that Hestia does not meet the condition. As indicated earlier, this will be added to the policy document when rewriting the work plan. This, in combination with the open-door-policy, means that Hestia believes that the emotional safety of the children is guaranteed, and the violation has been resolved.

### *Safety and health*

Various aspects are discussed in the area of safety and health. The report indicates that due to 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 inspection. 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