

## Annex: Point of View Holder Children's Centre

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

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

# Translated Inspection Report

## Hestia Rivierenbuurt KDV



### Inspectierapport

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

Uiterwaardenstraat 542  
1079 AZ Amsterdam

Registratienummer: 128536111

Toezichthouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 07-04-2021	(Date of inspection)
Type onderzoek	: Nader onderzoek	(Additional investigation)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 03-05-2021	(Date of confirmation report)

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## The Inspection

### Inspection design

On 7 April 2021, based on article 1.62, fifth section of the Wet Kinderopvang, and following up to an enforcement procedure initiated by the Municipality, an additional investigation was performed. The investigation consists of documentation research, a telephone conversation with a teacher and a telephone conversation with the team leader (location manager).

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

### Reflection

#### Organisation

Hestia Rivierenbuurt B.V. is part of Hestia Holding B.V.. The person bearing final responsibility for the policy to be implemented is the director. She is also the manager and only shareholder of Hestia Holding B.V. which consists of 3 B.V.'s with a total of five children's centres in Amsterdam-Zuid, Amsterdam Noord and Amstelveen. The locations are headed by team leaders who each manage one or two children's centres (at one address). The director was appointed as pedagogical policy employee. Additionally, 1 pedagogical coach was appointed for the entire organisation.

#### Location

Children's day care Hestia Rivierenbuurt B.V., together with the afterschool care with the same name, is located in a building in the neighbourhood called 'Rivierenbuurt'. The children's day care consists of three horizontal core groups (Yellow, Green and Blue). Every core group has its own group space, however additionally communal spaces are being used avidly by all; for example, the hot meal is enjoyed daily in one of the piazzas.

#### Enforcement

The inspection report of the yearly inspection dated 13 August 2019 contained multiple observed violations, including a violation with regards to food safety. For this reason, the Municipality of Amsterdam issued an instruction on 21 November 2019. The holder has submitted a notice of objection against this instruction. After a hearing on 6 February 2020 and the processing of the notice of objection, on 27 April 2020 the notice of objection was declared unfounded. In the additional investigation on 26 June 2020, again violations were observed regarding food safety. On 9 October, the municipality therefore made its intention known to issue another instruction. On 29 October 2020, the holder has submitted a point of view, after which an adjusted instruction was given. In this inspection, it is assessed whether the instruction dated 6 November 2020 was adhered to by the holder.

### Advice to Municipality

With regards to food safety, the inspector has not observed any violations. Additionally, the inspection showed that the holder has taken such measures to ensure the earlier observed violation will remain restored. For this reason, the inspector advises to not continue the enforcement procedure.

## Observations and Findings

Registration, changes, administration, compliance with enforcement procedure, and measures covid-19

Compliance with enforcement procedure

The holder of the children's centre takes the measures as included in the instruction (dated 6 November 2020) within the therein determined period of time.

Used sources

- Instruction, dated 6 November 2020

## Safety and Health

### Safety and Health policy

#### *History*

The annual investigation of 13 August 2019, among other things, identified violations related to the action plan and the implementation of the safety- and health policy, especially on the subject of food safety.

During the subsequent additional investigation of 26 June 2020, the inspector determined that the violation of the implementation of the food safety policy had been committed again. The substitute worker who prepared the hot meal during the inspection visit was not aware of the working arrangements and they were therefore insufficiently implemented. Also, the instructions on how to prepare fresh meals were not clearly laid down in the document used and consulted by the professionals in practice. As a result, the risk of food poisoning was insufficiently contained.

#### *This additional investigation*

##### *Food safety*

A new 'food safety policy' document has been prepared by the team leader. In a telephone conversation (dated 28 April 2021) she says that she has used the hygiene code for small institutions as the basis for this new policy document. The document includes agreements about the temperatures of the refrigerators for the storage of products (such as vegetables, fruit, dairy, meat, and breast milk). It has also been established for the preparation of hot meals that the core temperature must be at least 75 °C when cooking and that this temperature must be 60 °C when serving. The document is very extensive and contains a lot of background information about the reason for the method to be used. In addition, various tables have been made in which the information is briefly summarised. The team leader says that she has also hung these tables in the kitchen, so that this is understandable for the professionals. The complete policy document hangs in the storage room of the kitchen. The food safety policy is still a draft until it is fully translated into English for the English-speaking professionals. The team leader says that she has translated the most important points from the policy via google-translate to inform the employees in advance. Once the entire document has been translated by the organisation's translator, it will be finalised in both Dutch and English. In any case, the policy was discussed with all professionals and the group assistant during the team meetings on 18 August and 3 November 2020.

The team leader explains that this regular group assistant prepares the hot meals. However, due to circumstances, she dropped out last week. That is why they have appointed a former professional to perform the function of group assistant. In the absence of the group assistant, only permanent professionals are allowed to prepare hot meals. Substitute or temporary workers are never given this task, as can be read in the policy.

On 28 April 2021, the inspector also had a telephone conversation with the new group assistant about the preparation of hot meals. This conversation shows that the group assistant is well aware of the working agreements as laid down in the food safety policy. Her explanation of the working method in the kitchen, her actions before and during cooking and serving, and knowledge of the required temperatures to prevent the risk of food poisoning, shows that the violation did not reasonably occur again.

Based on both the measures taken to ensure that the policy is sufficiently clear and enforceable for the professionals, and the manner in which the policy is made understandable, it appears that this violation has been corrected in such a way that it will not reasonably be committed again.

Used sources

- Telephone conversation with the team leader, dated 28 April 2021
- Telephone conversation with the group assistant, dated 28 April 2021
- Instruction, dated 6 November 2020
- New food safety CONCEPT, received on 14 April 2021
- Minutes: Team meeting 3 November 2020, received on 14 April 2021
- Minutes: Team meeting 18 August 2020, received on 14 April 2021

## Inspection Items

### Registration, changes, administration, compliance with enforcement procedure, and measures covid-19

#### Compliance with enforcement procedure

- The owner of the childcare centre takes the measures within the term set in the designation or the order.

## Safety and health

#### Safety and health policy

- The owner of a childcare centre has a policy for each childcare centre that ensures that the safety and health of the children to be cared for is guaranteed as much as possible. The holder is responsible for ensuring that the day care is carried out in accordance with the health and safety policy.
- The health and safety policy includes a plan of action that indicates in concrete terms which measures have been or will be taken within which period, in order to limit these main risks with major consequences in terms of safety, health and the risk of transgressive behaviour and if these risks materialise. With regard to the measures aimed at limiting the risk of transgressive behaviour, the owner of a childcare centre describes in any case the way in which she organises the day care in such a way that a professional, professional in training or trainee can only perform the work while she is seen or can be heard by another adult.



## Data organisation

### Opvanggegevens

Naam voorziening	:	Hestia Rivierenbuurt B.V.
KvK-vestigingsnummer	:	000020595603
Website	:	<a href="http://www.hestiakinderopvang.nl">http://www.hestiakinderopvang.nl</a>
Aantal kindplaatsen	:	60
Gesubsidieerde voorschoolse educatie	:	Nee

### Gegevens houder

Naam houder	:	Hestia Rivierenbuurt B.V.
Adres houder	:	Postbus 16
postcode en plaats	:	1120 AA Landsmeer
KvK-nummer	:	50177753

### (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. N.L.J.M. Kemble, MSc.

### Gegevens opdrachtgever (gemeente)

Naam	:	Gemeente Amsterdam
Postadres	:	Amstel 1
Postcode en plaats	:	1011 PN AMSTERDAM

### Planning

Datum inspectiebezoek	:	07-04-2021
Opstellen concept inspectierapport	:	
Zienswijze houder	:	
Vaststellen inspectierapport	:	03-05-2021
Verzenden inspectierapport naar houder en oudercommissie	:	
Verzenden inspectierapport naar gemeente	:	
Openbaar maken inspectierapport	:	

### (Data supervisor (GGD))

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

### (Data organisation ordering inspection)

(Name: Municipality Amsterdam)
(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

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