

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.

We would like to thank the supervisor and GGD Amsterdam for the beautiful report. We are very happy with the cooperation and look forward with confidence to a next inspection.

Warm regards,

Danica Belic

Translated Inspection Report Hestia Rivierenbuurt BSO



Inspectierapport

Hestia Rivierenbuurt B.V. (BSO)

Uiterwaardenstraat 542
1079 AZ Amsterdam

Registratienummer: 999652552

Toezichtouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 16-09-2021	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Additional investigation)
Status	: definitief	(Status = Definite)
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Inspection

Inspection design

On 16 September 2021, an unannounced annual inspection was conducted pursuant to Article 1.62, paragraph 2 of the Wet Kinderopvang.

Based on the risk profile, the following quality requirements were examined:

- the requirements for the pedagogical climate;
- the requirements for (the deployment of) staff;
- the requirements for the stability of the groups;
- the requirements for (implementation of) health and safety policy;

The quality requirements that have been examined are at the back of the report.

After the inspection visit, the holder was asked to submit additional documents. The supervisor received these documents within the investigation period and assessed them in the investigation.

Reflection

Organisation

Afterschool care Hestia Rivierenbuurt is part of Hestia Rivierenbuurt B.V. This BV also has a day care, which resides in the same building. The organisation operates a total of 6 children's centres that are housed in 3 different B.V.'s. The director bears final responsibility for the policy to be adhered to; she is also a director and sole shareholder of the umbrella organisation Hestia Holding B.V. The organisation offers bilingual childcare at the children's centres in Amsterdam-Zuid and Amstelveen. The branches are managed by 3 location managers who each have 1 or 2 childcare centres (at 1 address) under their care. An external confidential counselor has been appointed for the staff.

Hestia is a family business. Characteristic of the organisation is that it was inspired by, among others, Reggio Emilia when setting up the locations and drawing up the pedagogical policy, and that the communication method of Thomas Gordon is used. In addition, for the day cares, sleeping outside and treading water (or in winter snow) are specific to the vision of the organisation.

Location

Afterschool care (hereinafter after-school care) Hestia Rivierenbuurt, together with the day care of the same name, is located in a building in the Rivierenbuurt. The entrance can be reached via the schoolyard of a primary school. The afterschool care consists of 2 base groups (Orange and Purple) for respectively 17 and 20 children aged 4 to 12 years. Children from 2 primary schools are picked up for the afterschool care. 1 primary school is a few minutes' walk away, the other primary school is a few meters away.

The location is a multilingual afterschool care: the team must consist of both Dutch-speaking and English-speaking professionals. During the investigation, 1 permanent English-speaking professional as employed at the location. The substitutes who are regularly deployed both speak Dutch. The location manager says that she is looking for additional permanent teachers, but this is difficult because of the shortage on the labour market.

Advice to the municipality

All examined quality requirements are met. The supervisor advises to accept the report for informational purposes.

Observations and Findings

Pedagogical climate

Pedagogical policy

A general pedagogical policy plan has been written for the entire organisation. A work plan has also been drawn up especially for this location.

The pedagogical policy plan clearly describes what the pedagogical practice should look like according to the organisation. The working method of Reggio Emilia serves as inspiration. The pedagogical policy plan contains a concrete description of the way in which aspects of responsible day care are given substance.

The working method, maximum size and age structure of the base groups are described in the pedagogical policy plan.

Pedagogical practice

The supervisor observed the pedagogical practice during mealtime and free play. Based on this, it has been assessed that the professionals offer responsible afterschool care during the inspection visit. Below are a few examples of what the inspector has seen.

During dinner, the children and a professional have a conversation about the farm. The professional stimulates personal competences during this conversation by asking the children about farm animals. The children are enthusiastic, and the teacher helps them to think along. They distinguish between animals on the farm and in the zoo. The professional speaks English, which also increases the children's English vocabulary.

Emotional security is provided in various ways. The professional knows the children well and makes sure she divides her attention between everyone. The children feel at ease with her. This can be seen in the way they make contact with her. The professional also makes appropriate physical contact by, for example, taking children on their lap. Furthermore, a clear routine is visible that is known to the children. After dinner, they put their cup and plate away before they go outside to play.

Used sources

- Pedagogical work plan Hestia Rivierenbuurt BSO, received on 29 September 2021
- Observation in the groups
- Conversations with the teachers

Staff and groups

Police clearance statement and personenregister kinderopvang

The persons who work at afterschool care are registered in the Personenregister Kinderopvang (PRK) with their police clearance statement. Before they started working, these people were linked to the holder in the PRK. This assessment concerns the staff who worked in the period from 13 to 16 September 2021.

Educational requirements

Persons who work at afterschool care have an appropriate diploma as referred to in the cao for Childcare. This assessment concerns the staff who worked in the period from 13 to 16 September worked.

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

On the day of the inspection visit, sufficient teachers are working in the afterschool care. In the Purple group, 15 children are cared for by 2 professionals and in the Orange group, 5 children are cared for by 1 professional. This number of professionals matches the number of children being cared for and their age.

A sample of the attendance lists of the children and the work schedules of the staff shows that enough professionals worked during this period as well. Furthermore, it appears that fewer professionals work only at the times described in the pedagogical policy plan.

The afterschool care is always opened and closed with 2 professionals.

There is a backup for this location.

There are no interns at the afterschool care.

Deployment of pedagogical policy employees

Hestia Rivierenbuurt has calculated the minimum number of hours the pedagogical policy employee/coach must be deployed. This takes into account the number of branches and FTEs as of January 2021. The pedagogical policy employee/coach works for all location of the organisation. In 'account for coaching hours', it is described how the efforts of the pedagogical policy employee/coach are divided over the various locations. Professionals and parents can ask the location manager about this policy document.

The document 'account for coaching hours' states which teachers and substitutes were coached and when. All teachers and substitute teachers have been coached in 2020.

Stability of care for children

The afterschool care has 2 base groups:

- a maximum of 17 children aged 4 to 12 years are cared for in the Orange group;
- a maximum of 20 children aged 4 to 12 years are cared for in the Purple group.

Children have a permanent base group and are cared for in a maximum of 1 other base group. If there is no room in the own ase group for extra care days or exchange days, the parents will give written permission in advance for care in the 2nd base group.

Use of the prescribed working language

Multilingual afterschool care is provided in the children's centre. Besides Dutch, English is also spoken. The working method regarding multilingual afterschool care is described in the pedagogical policy plan. They work with the principle One-person-one-language. The offer per day is at least 50% Dutch and at least 30% English. If only 1 professional is deployed, this can be a Dutch-speaking or an English-speaking professional.

Used sources

- Personenregister Kinderopvang, checked on 21 September 2021
- Telephone conversation with the location manager
- Copies diplomas and certificates of professionals, received on 29 September 2021
- Pedagogical policy plan, received on 29 September 2021
- Account of coaching hours, received on 29 September 2021
- Attendance lists, period 13 up until and including 16 September, received on 29 September 2021
- Work schedule, period 13 up until and including 16 September, received on 29 September 2021

Safety and health

Safety and health policy

A safety and health policy has been drawn up for the location.

The health and safety policy describes what the policy cycle looks like. It is described that the policy is drawn up by the director and the team leaders of the locations, after which it is discussed with the rest of the employees. After application, the policy is discussed in e.g. team meetings. After such a discussion, the policy can be adjusted. This happens, for example, if a teacher notices that a protocol does not work well in practice.

The safety and health policy states where employees and parents can find the safety and health policy and the possible adjustments.

There is always at least 1 adult with a valid first aid certificate present at the afterschool care. This is apparent from a sample of the work schedules of the staff and the first aid certificates.

During the inspection visit, the supervisor spoke to the professionals. The actions of the professionals have also been taken into account. Attention has been paid to collection and the corona protocol.

Pick-up

The children come from 2 schools: 1 school adjacent to the same square as the afterschool care and 1 school a few blocks away. The children who come from the adjacent school go to an agreed place in the schoolyard where a professional is waiting for them. The youngest children are brought to the agreed upon place by a teacher from the school and the oldest children come themselves. 2 other professionals pick up the children on foot from a school in the neighbourhood. It has been agreed upon that there is a place in the school where the children go to. The professionals wear a vest and have an iPad so they can check who they are picking up.

Corona

There is a separate protocol for the location with the (hygiene) measures regarding the coronavirus. This is adjusted after new national policy changes are announced. During the inspection visit, the professionals are aware of the measures and they are implemented. For example, extra attention is paid to hand hygiene and cleaning of hand and contact points.

Reporting code domestic violence and children's abuse

During the inspection visit, the professionals were interviewed. They are aware of possible signs of domestic violence and child abuse. The professionals also know what to do if they suspect child abuse or domestic violence.

Used sources

- Observations
- Conversations with professionals
- Safety- and health policy, received on 29 September 2021
- Work instruction picking up children from school, received on 29 September 2021
- Corona protocol childcare Hestia Rivierenbuurt, received on 29 September 2021
- Work schedule staff, 13 up until and including 16 September, received on 29 September 2021
- Copies First Aid diplomas, received on 29 September 2021

Inspection Items

Pedagogical climate

Pedagogical policy

- The children's centre has a pedagogical policy plan. The holder of a children's centre ensures the daily routine in the day care follows the pedagogical policy plan.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which the aspects of responsible afterschool care are interpreted, as meant in article 11 of the Besluit kwaliteit Kinderopvang.
- The pedagogical policy plan contains at the very least a concrete description of the work method, maximum size and age composition of the base groups.

Pedagogical practice

- With regards to offering responsible day care, the holder of a children's centre is responsible for ensuring that, taking into account the developmental phase in which the children find themselves:
 - a. Children are approached in a sensitive and responsive manner, respect for the autonomy of the children is shown, limits are placed on and structure is offered for their behaviour, in order for children to feel emotionally safe and secure;
 - b. Children are challenged in a playful manner to develop their motor, cognitive, lingual and creative skills, in order for the children to be able to function in an increasingly independent manner in a continually changing environment;
 - c. Children are guided in their interactions, during which they are taught social knowledge and skills in a playful manner, in order to allow children to build and maintain increasingly independent relationships with others;
 - d. Children are stimulated to be introduced in an open manner to the generally accepted values and norms within society, based on a respectful approach to others and active participation in society.

Staff and groups

Police clearance statement and personenregister kinderopvang

- People who must be in possession of a police clearance statement are:
 - a. the holder or intended holder of a children's centre;
 - b. people who, based on a contract with the holder or an employment agency, will be present and/or working during day care hours at the location where the holder exploits a day care centre and where children are being cared for;
 - c. the people who, based on a different agreement with the holder or an employment agency, will be present and/or working during day care hours at the location where the holder exploits a day care centre and where children are being cared for;
 - d. the people who have or will have access to the information about the children attending the day care based on the function they hold;
 - e. the people who are 18 years of age or older who live at the address on which the location is established, are or will be present during day care hours at a day care centre located at a home address.As far as it concerns natural people, everyone meant in section a-e must be registered in the Personenregister Kinderopvang.
- A police clearance statement is submitted by the holder of a childcare centre within a period set by the supervisor if the supervisor can reasonably suspect that the holder, a person employed by the company or a person aged 12 or older who is present in the childcare centre

at the time of the childcare, would not meet the requirements for issuing of a statement of conduct. A police clearance statement is not older than two months at the time of submission.

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.

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

- The holder of a children's centre employs sufficient professionals for the number of the children that are cared for, provided that:
 - The ratio between the minimum number of teachers to be deployed and the number of present children in the base group is determined based on the calculation rules.
- During the hours that fewer professionals are deployed for a maximum of half an hour a day before and after the daily school time as well as during afternoons off from primary school, or if fewer professionals are deployed in accordance with the pedagogical policy plan, at least half of the required number of professionals is deployed.
- Should the deployment of the minimum number of professionals in proportion to the number of present children in the base group as meant in article 16 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 the children's centre informs the people working at the centre about the name and telephone number of this person.
- Should the deviating deployment of the number of professionals, such as meant in article 7, section 4 of the Besluit kwaliteit Kinderopvang, lead to the employment of only one professional at the children's centre, at least one other adult must be present at the children's centre, as a means of support to the professional.

Deployment of pedagogical policy employees

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

Stability of care for children

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

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 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 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 fosters the knowledge about and the use of the reporting code.

Data Organisation

Opvanggegevens

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

Gegevens houder

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

Data Supervision

Gegevens toezichthouder (GGD)

Naam GGD	: GGD Amsterdam Inspectie kinderopvang	(Data supervisor (GGD)) (Name GGD)
Postadres	: Postbus 2200	(Address)
Postcode en plaats	: 1000 CE AMSTERDAM	(Postal code and residence)
Telefoonnummer	: 020 555 55 75	(Telephone number)
Onderzoek uitgevoerd door	: Dhr. S. Sosef	(Inspection performed by)

Gegevens opdrachtgever (gemeente)

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

Planning

Datum inspectiebezoek	: 16-09-2021	(Planning) (Date inspection)
Opstellen concept inspectierapport	: 28-10-2021	(Drafting concept inspection report)
Zienswijze houder	: 16-11-2021	(Point of view of the holder)
Vaststellen inspectierapport	: 16-11-2021	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	: 17-11-2021	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	: 17-11-2021	(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:	(Inspection report made public)

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We would like to thank the supervisor and GGD Amsterdam for the beautiful report. We are very happy with the cooperation and look forward with confidence to a next inspection.

Warm regards,

Danica Belic