

Point of View Holder Children's Centre

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

Point of view

Annual inspection 23-11-2021

With this point of view I respond to the annual inspection dated 23-11-2021, conducted at Hestia Amstelveen. The report states that the inspector has observed an administrative violation: the method of care in core groups at the beginning and end of the day is not described in the pedagogical policy.

Before I respond to the observed violation, I would like to indicate that Hestia is satisfied with the overall wonderful and positive report.

This violation relates to the merging of groups at the edges of the day and the described times within which Hestia may deviate from the legal teacher-child ratio (Dutch abbreviation: BKR). As an organisation, Hestia is caught between the government's task to offer parents high-quality, flexible and price-conscious childcare and, on the other hand, the strict and rigid provisions of the Childcare Innovation Quality Act (IKK). In order to offer parents flexibility and freedom to bring children to daycare at times that suit them, we as an organisation must have the space to deploy our staff flexibly to meet this wish of the parents. The IKK does not offer organisations this space. The times within which we merge groups and deviate from the legal BKR must be determined in advance, so we must estimate when children will be brought. This takes into account the number of children that will be present and the number of employees that we need. When fewer children are present and the number of employees required according to the BKR decreases, we can no longer meet the pre-specified deviation times. This does not mean that the care is currently taking place in an irresponsible manner, it means that the situation deviates from the situation as described in the pedagogical policy plan.

The time to evaluate the IKK is approaching. Hestia will advise the sector organisation to include this point in the evaluation. This is not a workable situation and does not allow for quality improvement. It is at most an additional administrative burden. As an organisation, we naturally support the purpose of the measure: a limitation on the time within which you may deviate from the statutory BKR. However, we think that the rigid description of the measure in the IKK organisations limits the other task we receive from the government, which is offering good quality, flexible and price-conscious care.

We understand the inspector's observation and cannot blame the inspector since the rigid description in the law can only lead to this observation. As an organisation, we will review and rewrite the working method regarding care in core groups at the beginning and end of the day so that we as an organisation also comply with this point. In doing so, we hope to avoid having to prescribe strict blocks for parents to pick up and drop off the children. In addition, we hope that after the evaluation of the IKK, childcare organisations will receive for more space to actually offer the desired flexibility for parents.

Robin Pieplenbosch

Location manager Hestia Amstelveen

Translated Inspection Report

Hestia Amstelveen KDV



Inspectierapport

Hestia Amstelveen B.V. (KDV)

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Registratienummer: 216639451

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

Inspection design

On 23 November 2021, an unannounced annual inspection was conducted pursuant to Article 1.62, paragraph 2 of the Childcare Act.

Based on the risk profile, it was assessed whether the following quality requirements were met:

- 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 requirements for the rooms where the childcare takes place;
- the requirements for parental rights.

The inspected quality requirements are listed at the end of this report.

After the inspection visit, the holder was asked to send additional documents. The inspector received these documents within the investigation period and included them in the assessment.

An additional investigation was carried out at the same time as this annual inspection. The research results are described in a separate report.

Reflection

Organisation

Hestia Amstelveen B.V. is part of Hestia Amstelveen B.V. (*red.: assumingly meaning 'Hestia Amstelveen KDV is part of Hestia Amstelveen B.V.'*). This BV has 1 other children's centre in Amstelveen. The organisation has a total of 6 children's centres in use, which are housed in 3 different B.V.'s. The director is ultimately responsible for the company policy. She is also a director and sole shareholder of the umbrella organisation, Hestia Holding B.V. The locations are led by 3 team leaders who each have 1 or 2 children's centres (at 1 address) under their care. An external confidential counselor has been appointed for the staff.

Characteristic of the organisation is that it was inspired by, among others, Reggio Emilia in the design of the locations and the formulation of the pedagogical policy, and that the communication method of Thomas Gordon is used. In addition, sleeping outside and treading water (or in winter snow) are recognisable for the vision of the organisation.

Location

Day care centre Hestia Amstelveen is registered with 59 child places. There are 4 main groups (Yellow group, Green group and Blue group), including 1 group for half-day care (Terra group). The team consists of 9 professionals, 2 PMI's and 3 group helpers. There is also a permanent substitute teacher. The team leader can also be deployed as a professional and is present at the location 4 days a week.

Together with afterschool care Hestia Amstelveen, the day care centre is housed in a wing of Amstelland Hospital. The children's centre is equipped with 4 group rooms and several other rooms with different functions, an atelier, the 'piazza' (common room for eating) and the theatre.

Enforcement history

The location has a history with multiple enforcement procedures. Violations are identified in (almost) every annual inspection. In subsequent further inspection investigations, some of the violations appear to have been rectified, but some violations are observed anew. In recent years, violations have been established with regard to childcare in groups and the number of professionals. These conditions

have been assessed in an additional investigation as part of an enforcement procedure. The additional investigation was carried out at the same time as this annual inspection and the results are described in a separate report.

During this inspection, 1 violation was found: the method of childcare in the core groups at the beginning and end of the day is not described in the pedagogical policy.

Advice to the municipality

A violation was observed during the inspection. The inspector therefore advises the municipality to enforce according to its policy.

Observations and Findings

Pedagogical climate

Pedagogical policy

A company-wide pedagogical policy plan has been drafted. A work plan has also been drawn up especially for this location.

The company-wide policy describes in detail what the vision of the organisation ('The Hestia Way') is and what the pedagogical practice should look like according to the organisation. At Hestia, much use is made of the Reggio Emilia pedagogical approach, as the basis of the pedagogical policy. Information about this has been included specifically for the Hestia Amstelveen KDV location in the pedagogical work plan.

The policy plan states that the number of professionals per group is determined on the basis of the number of children. It is also described at which times fewer professionals work than necessary. It states that at the Yellow and Green group, it is possible to deviate between 13.00 and 15.00hr and between 17.00 and 18.00hr. In the Blue group, it is possible to deviate between 13.30 and 15.00hr, between 08.15 am and 09.00hr and between 17.00 and 17.4hr. Because the Terra group is open for less than 8 hours, there is no deviation from the teacher-child ratio for this core group.

Working according to the pedagogical policy

The holder ensures that the professionals do their work in accordance with the pedagogical policy plan. This is done, among other things, during the coaching of the professionals and during study days. A study day was recently held on ecological childcare. It was also observed during the inspection visit that the policy is being implemented. For example, the professionals make material available, and the children can choose whether they want to play with it. On the day of the visit, all children in the half-day care choose to cut paper themselves. The teacher says that it has never happened before that all children want this.

Maximum size, age structure, work method

The maximum size and age structure of the core groups are described in the pedagogical policy plan. The daily schedule is also included. The schedule shows that the first teacher at the Terra group starts work at 08.30/09.00/09.30hr. The attendance lists show that children are already present before this time. The working method for the core groups at the start of the day is not described in the policy. This also applies to the method for the core groups at the end of the day.

Based on this, it has been observed that the following requirement(s) has not been met:

- The pedagogical policy plan contains at least a concrete description of the manner in which the aspects of responsible day care are interpreted, as meant in article 2 of the Besluit kwaliteit Kinderopvang.

(art 1.50 lid 2 sub f Wet kinderopvang; art 3 lid 2 sub d Besluit kwaliteit kinderopvang.)

Pedagogical practice

The inspector observed the pedagogical practice during activities, free play and care moments. Based on this, it has been assessed that the teachers offer responsible day care during the inspection visit. Below are a few examples of what the regulator has seen.

In the half-day care group, all children sit at the table cutting paper. The independence of the children is promoted as well as fine motor skills. When a child is ready, the professional asks if the child also wants to stick the cuttings on paper. The child wants this, and the teachers gives the glue. In another group, the children bake gingerbread cookies in small groups with the professional. Children can take turns mixing the dough with the hand blender. The teachers gives instructions and compliments.

Social skills are developed through the professional teaching the children to wait their turn and to mix in turns. A child is sad while playing outside. The professional asks how she can help the child. She picks up the child and walks around. Together they look through the window at the children of the Green group playing inside and talk about this. The child becomes visibly calm.

Transfer of norms and values takes place because the teacher helps the children to remind them how to cough ('If you cough [name of child], remind us how you do that?'). When children build a large tower of wooden blocks, the teacher tells them not to make it too high, otherwise it is dangerous. Then she removes some blocks.

In the baby group, emotional safety is guaranteed because teachers respond to signals from the children and name what they do. One child is crying and the professional states that she hears the child and that she is coming. The child is allowed to take a bath: the bath is placed in the middle of the group room and filled with warm water. The professional says that she puts the bath in the middle of the group room so that the children learn how to use water and help them bathe. Once in the bath, a big smile appears on the child's face: the child is visibly relaxed. If the child sighs deeply, the professional says that it is nice. Social skills are also stimulated in the babies: other children are allowed to help the professional while bathing. The professional also lets another child feel the wet foot of the child while drying her off.

Used sources

- Pedagogical policy plan, received on 16 December 2021
- Observations in the groups
- Telephone conversation with the location manager on 24 November 2021 and on 6 January 2022
- Conversations with professionals
- Pedagogical work plan, received on 16 December 2021

Staff and groups

Police clearance statement and personenregister kinderopvang

The people who work at the day care centre are registered in the Childcare Persons Register (*Personenregister Kinderopvang*, PRK) with their declaration of behaviour. Before they have started working, these persons are linked to the holder in the PRK. This assessment concerns the 2 PMIO'ers who started working at the daycare center after the last annual inspection of 1 September 2021.

Educational requirements

Since the annual inspection on 1 September 2020, no new professionals have been hired. There are, however, 3 professionals who, until recently, were professional trainees (PMIO'er). On 10 December 2021, they received an individual equalisation for the performance of the position of pedagogical employee. The persons who work at the day care center have an appropriate diploma as referred to in the Collective Labor Agreement (cao) for Childcare.

The pedagogical policy officer/coach has also followed a course as mentioned in the Collective Labor Agreement for Childcare.

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

The conditions regarding the number of professionals have been assessed in the further survey that was conducted at the same time as the annual survey.

At the daycare center there are 2 professionals in training (PMIO'er). They are deployed in accordance with the cao for Childcare. Their level of training is taken into account in their deployment. 1 PMIO'er has a credential evaluation from the IDW from 2020, which shows that she has achieved a level that in Dutch terms corresponds to a bachelor's degree in higher professional education as offered at a teacher training course in primary education. There is also a diploma recognition of duo which shows that partial recognition has been granted to work in childcare: this is only possible for children between the ages of 6 and 12. The location manager declares that the diploma recognition has chosen to hire the employee as a PMIO'er. Because there is also a credential evaluation, the location manager will investigate whether it is valid. This would mean that the professional will no longer be a PMIO employee.

Deployment pedagogical policy employee

Hestia Amstelveen B.V. has calculated the minimum number of hours that the pedagogical policy officer/coach must be deployed (reference date January 2021). In the annual inspection of Hestia Amstelveen B.V. it has been assessed that the hours for the locations of this holder (Hestia Amstelveen B.V.) are described, but it is not clear how the hours are divided between the day care centre and the afterschool care that fall under this holder. After a restoration offer, it appears that the hours for the 2 locations of the holder (Hestia Amstelveen B.V.) have been divided. For afterschool care, 50 hours of pedagogical policy intentions and 68 hours of coaching have been calculated.

A new location has also been opened since 1 August 2021, which is owned by Hestia Amstelveen B.V.. It must be clarified in the coaching plan with reference date 1 January 2022 how the hours are distributed over all the holder's locations.

The document 'accountability for Coaching Hours 2020' states how, when and how many hours the professionals were coached. It appears from conversations with the location manager and professionals that coaching has taken place.

Stability of care for children

The condition regarding stability for the care of children has been assessed in the further investigation, which was conducted at the same time as the annual inspection.

Children up to the age of 1 have a maximum of 2 permanent professionals (permanent faces), of whom at least 1 works on the days that the child is cared for. Children from 1 year have a maximum of 3 permanent professionals (permanent faces), of whom at least 1 works on the days that the child is cared for.

Every child has a mentor. The mentor has annual conversations with parents about the development of their child. There is also an intake interview, an exit interview, and a transition interview (to the next group). The mentor is also the contact person for parents when they have questions about how their child is doing.

Use of prescribed main language

The day care centre offers bilingual childcare in both Dutch and English. This children's centre is part of the national experiment on multilingual day care, which was started on 1 July 2017 by the Ministry of Social Affairs and Employment. As part of the national experiment, this location is participating in Project MIND, a scientific study into multilingualism in childcare in the Netherlands.

Hestia has drawn up a policy on bilingualism. This study assessed whether the pedagogical policy regarding multilingualism is implemented in practice. The holder has adopted some of the policy documents and protocols, including the pedagogical policy, the code of conduct and the bilingual work instruction in both Dutch and English. English summaries are available for some, but not all, policy documents. The official language during the work meeting is English, but the minutes are drawn up in Dutch. Information for parents is available in 2 languages on the holder's website (www.hestiakinderopvang.nl).

Observations during the inspection visit show that the 'One Person, One Language' (OPOL) method is applied at the site. This method means that Dutch-speaking professionals always speak Dutch with the children and English-speaking professionals always speak English. In the work schedules, it is noted per day by means of colours which language the scheduled professionals speak, so that it is clear what the offer is per language. On a single day in the period studied, only English-speaking or Dutch-speaking professionals were deployed in a group, for example because only 1 professional was needed for the number of children. The groups often work together structurally, for example by eating together and undertaking activities. At these times, the range of Dutch and English is spread over the groups. It is reasonable to believe that using this method sufficiently ensures that on an annual basis a maximum of 50% of the language offered is English.

All professionals meet the required language level. With the application to participate in the national experiment, the holder provided the ministry with a personnel overview. The ministry has issued a decision to participate based on this overview and the copies of diplomas and language certificates of all professionals employed at that time. Since this application and the previous annual survey (1 September 2021), 2 PMIO'ers have been employed. In the current inspection investigation, this professional has been shown to have a minimum of B2 (3F) level of the English language on the required partial skills.

Used sources

- Personenregister Kinderopvang, checked on 15 December 2021
- Explanation documents, received on 29 November 2021
- Language certificates, received on 29 November 2021

- Copy diploma pedagogical policy employee, already in the position of the GGD
- Equalisations and information PMIO'ers, received on 14 December and 5 January 2021
- Staff schedules from 9 to 23 November 2021, received on 29 November 2021
- Attendance lists per group from 9 to 23 November 2021, received on 29 November 2021
- Planning lists per group, received on 29 November 2021
- Permission care second core group, received on 29 November 2021
- Telephone conversation with pedagogical coach on 21 December 2021
- Telephone conversation with location manager on 6 January 2021

Safety and health

Safety and health policy

A health and safety policy has been created for the location.

Measures to limit risks with major consequences (for the physical safety, social safety, and health of children) and measures in case the risks occur are either described in the policy, or reference is made to additional work agreements, protocols, or house rules. It also illustrates on way that small risks are dealt with.

The health and safety policy describes what the policy cycle looks like. The policy can be evaluated during team meetings, work meetings and individual conversations. An annual plan has been drafted, with themes for the monthly team meeting and the evaluation of parts. The location manager reviews the policy annually in January and adjusts the policy if necessary.

The safety and health policy states where employees and parents can find the safety and health policy and any potential adjustments. Employees can view the policy documents via the digital portal Speakap. Parents can request the policy from the location manager.

First aid

Hestia's policy is that all employees (if they are finished with their probationary period) are trained in first aid. This inspection study shows that all professionals and the team leader completed a first aid course at the end of December 2021. Statements show that the entire team passed the course. It has been discussed with the team leader that the first aid certificates will be sent to the supervisor as soon as possible.

During the inspection visit, the supervisor spoke with the teachers. The actions of the teachers have also been taken into account. Attention has been paid to hand- and changing hygiene and use of breast milk.

Hand- and changing hygiene

The flow chart for washing hands and the work instruction changing diapers contain the agreements. Teachers act as described and are aware of the agreements. For example, the changing pad is cleaned after every diaper change and hands are washed before eating and after playing outside.

Breastmilk

In the baby group, there are children who receive pumped breast milk. The working agreements are included in the food safety protocol. The teacher is aware of the agreements about heating and storing breast milk. The milk can be stored in the freezer for 3 months. The teacher also says that the temperature of the refrigerator should be 5 to 7 degrees if expressed breast milk is stored. This is not in accordance with the policy which states that the temperature must be 4 degrees. It also appears that the thermometer in the refrigerator does not work, so that it is not possible to read what the temperature is. In a telephone conversation on 6 January 2022, the team leader stated that the situation was discussed directly during the team meeting. All teachers are now aware that the temperature of the refrigerator should be 4 degrees Celsius when breast milk is stored in it. There is a new thermometer so that the temperature can be tracked.

Reporting code domestic violence and child abuse

During the inspection visit, the teachers were interviewed. They are aware of possible signs of domestic violence and child abuse. The teachers also know what to do if they suspect child abuse or domestic violence. Every year (in 2021 in September) a team meeting is fully devoted to the reporting code.

Used sources

- Observations
- Discussions with the teachers
- Safety and health policy, received on 29 November 2021
- Flow chart washing hands, received on 29 November 2021
- Work instruction changing diapers NL version, received on 29 November 2021
- Work schedule taff, 9 to 23 November 2021, received on 29 November 2021
- Copies First aid diplomas, already in the possession of the GGD and received on 29 November 2021
- Accompanying explanation for documents, received on 29 November 2021
- Inspection report Hestia Amstelveen BSO dated 9 September 2021

Accommodation

Together with the afterschool care of the same name, the day care centre located in a building adjacent to the Amstelland Hospital. The building was designed in a transparent manner, with group rooms and several communal areas, such as the piazza, the theatre, the atelier, the greenery, the library and the themed corner.

Spatial requirements

Indoor play area

The layout of the group rooms is appropriate for the number of children being cared for and the age and development level of the children. In the space of the Yellow group (the baby group) there are several (play) rugs on the floor, baby gyms are available and various sensory-motor play equipment is available. The spaces of the Blue, Green and Terra groups are furnished with different angles, such as a building or house corner. There are also tables in both rooms and loose (wooden) material including toy animals, puzzles, magnets and Kapla. The play material in the group rooms is placed at child height as much as possible, so that the children can pick it up independently and put it away again. The group room is redesigned for each theme/project. During the inspection visit, the theme 'autumn' has almost come to an end. There are still drawings and crafts in the room, but a large part has already been removed. The new theme is Sinterklaas.

Outdoor play area

There is 1 joint adjacent outdoor area for both the children of the day care and the children of the afterschool care. The outdoor area is designed as a nature playground with, among other things, a large concrete tube and car tires and tree stumps to walk on. There is a sandbox and a play kitchen with iron pans. There is also loose material such as bicycles, scooters, and sand toys.

Used sources

- Observations
- Conversations with the teachers

Parental rights

Parent committee

A parent committee has been set up, which consists of 2 members at the time of the inspection. The location manager writes that he is busy recruiting new members.

Complaints and disputes

The holder has a policy for the handling of complaints. The holder is also a member of the Childcare Disputes Committee (*Geschillencommissie Kinderopvang*). Parents can find the complaints report via the website. This meets the requirements.

Used sources

- Annual inspection Hestia Amstelveen afterschool care dated 9 September 2021
- Complaints report Hestia Amstelveen B.V, already in the possession of the GGD
- Website hestiakinderopvang.nl, consulted on 9 December 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 least a concrete description of the manner in which the aspects of responsible day care are interpreted, as meant in article 2 of the Besluit kwaliteit Kinderopvang.
- The pedagogical policy plan contains at the very least a concrete description of the work method, maximum size and age composition of the core groups.
- The pedagogical policy plan contains, if relevant, a concrete description of the times during which less teachers are employed than is required based on the number of children present, as well as the times during which it will definitely not be deviated from, and the teacher-child ratio is met. The deviating employment of the minimum amount 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.

Pedagogical practice

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

Staff and groups

Police clearance statement and personenregister kinderopvang

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

As far as it concerns natural people, everyone meant in section a-e must be registered in the Personenregister Kinderopvang.

- After enrolling a person who falls under those listed in article 1.50 third section of the Wet in the Personenregister Kinderopvang, and after this person has been connected to the holder in this register, the person can start his/her work activities.

Educational requirements

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

Number of professionals and requirements to the deployment of teachers 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. While determining the deployment of the teachers in training and interns, the current educational phase they find themselves in must be taken into account.

Deployment pedagogical policy employee

- 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

- A child in the age up to one year is assigned a maximum of two permanent professionals, of whom at least one is working in the core group of the child each day. Should there be three or more professionals working at the same time due to the size of the core group, a maximum of three permanent professionals shall be assigned to a child up to the age of one.
- A child of the age of one year or older is assigned a maximum of three permanent professionals, of whom at least one is working in the core group of the child each day. Should there be three or more professionals working at the same time due to the size of the core group, a maximum of four permanent professionals shall be assigned to a child of one year or older.
- Every child is assigned a mentor. The mentor is a teacher of the child and discusses, if desirable, the development of the child with the parents on a periodic base. Additionally, the mentor is the contact person for the parents and the child regarding questions about the development and wellbeing of the child.

Use of prescribed main 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 safety and health policy is a continuous process of creating, implementing, evaluating and actualising policy, which is done in cooperation with the employees.
- The safety- and health policy contains a plan of action in which it has been described in a detailed manner which measures have or will be taken during which time period, in order to prevent these main risks with severe consequences regarding safety, health and the risk of transgressional behaviour, as well as the work method should these risks crystallise.
With regards to the measures focused on limiting the risk on transgressional behaviour, the holder of a children's centre describes at the very least the manner in which he organises the day care in such a way that a teacher, teacher in training or intern can only perform the work tasks while he can be seen or heard by another adult.
- The safety- and health policy contains a general description of the manner in which children are taught to deal with risks of which the consequences for the safety and health of the children are limited and which are therefore not classed as main risks with great consequences regarding safety and health and risk of undesirable behaviour.
- The safety and health policy contains a concrete description of the manner in which the holder of a children's centre ensures that the current safety and health policy and its evaluations are transparent to teachers, teachers in trainings, interns, volunteers and parents.
- The holder of a children's centre ensures that at least one adult qualified for administering first aid to children is present at all times during the day, according to the additional rules connected to this qualification, set in the Regeling Wet Kinderopvang.

Reporting code domestic violence and child abuse

- The holder fosters the knowledge about and the use of the reporting code.

Accommodation

Spatial requirements

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

Parental rights

Parent committee

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

OR

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

Complaints and disputes

- The holder of a children's centre ensures that, should a yearly complaints report be necessary due to complaints having been filed, a yearly report is drafted over each calendar year and submitted before 1 June. The yearly report contains at least:
 - a. A brief description of the complaints procedure;
 - b. Information regarding how the parents are informed of the complaints procedure;
 - c. The amount and nature of complaints dealt with per location;
 - d. The purport of the assessments and the nature of the measures put into place;
 - e. The amount and nature of complaints dealt with by the dispute commission, regarding parents or the parent committee.

The yearly report is not traceable to natural persons unless it concerns the holder, and does not contain address details, except for a children's centre which is located at the home address of the holder who is a natural person.

- If so required due to the fact that complaints have been filed with the holder in the relevant year, the holder of a children's centre submits the yearly complaints report with the supervisor before 1 June of the following calendar year and simultaneously informs the parents of the report in a suitable manner.

Data Organisation

Opvanggegevens

Naam voorziening	: Hestia Amstelveen B.V.	(Day care data) (Name organisation)
KvK-vestigingsnummer	: 000021062145	(Chamber of commerce number)
Website	: http://www.hestiakinderopvang.nl	
Aantal kindplaatsen	: 59	(Number of child places)
Gesubsidieerde voorschoolse educatie	: Nee	(Subsidised preschool education-No)

Gegevens houder

Naam houder	: Hestia Amstelveen B.V.	(Data holder) (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	(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	: Mw. W. van Gurp, MSc.	(Inspection performed by)

Gegevens opdrachtgever (gemeente)

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

Planning

Datum inspectiebezoek	: 23-11-2021	(Planning) (Date inspection)
Opstellen concept inspectierapport	: 12-01-2022	(Drafting concept inspection report)
Zienswijze houder	: 27-01-2022	(Point of view of the holder)
Vaststellen inspectierapport	: 27-01-2022	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	: 28-01-2022	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	: 28-01-2022	(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 to the contents of the inspection report.

Point of view

Annual inspection 23-11-2021

With this point of view I respond to the annual inspection dated 23-11-2021, conducted at Hestia Amstelveen. The report states that the inspector has observed an administrative violation: the method of care in core groups at the beginning and end of the day is not described in the pedagogical policy.

Before I respond to the observed violation, I would like to indicate that Hestia is satisfied with the overall wonderful and positive report.

This violation relates to the merging of groups at the edges of the day and the described times within which Hestia may deviate from the legal teacher-child ratio (Dutch abbreviation: BKR). As an organisation, Hestia is caught between the government's task to offer parents high-quality, flexible and price-conscious childcare and, on the other hand, the strict and rigid provisions of the Childcare Innovation Quality Act (IKK). In order to offer parents flexibility and freedom to bring children to daycare at times that suit them, we as an organisation must have the space to deploy our staff flexibly to meet this wish of the parents. The IKK does not offer organisations this space. The times within which we merge groups and deviate from the legal BKR must be determined in advance, so we must estimate when children will be brought. This takes into account the number of children that will be present and the number of employees that we need. When fewer children are present and the number of employees required according to the BKR decreases, we can no longer meet the pre-specified deviation times. This does not mean that the care is currently taking place in an irresponsible manner, it means that the situation deviates from the situation as described in the pedagogical policy plan.

The time to evaluate the IKK is approaching. Hestia will advise the sector organisation to include this point in the evaluation. This is not a workable situation and does not allow for quality improvement. It is at most an additional administrative burden. As an organisation, we naturally support the purpose of the measure: a limitation on the time within which you may deviate from the statutory BKR. However, we think that the rigid description of the measure in the IKK organisations limits the other task we receive from the government, which is offering good quality, flexible and price-conscious care.

We understand the inspector's observation and cannot blame the inspector since the rigid description in the law can only lead to this observation. As an organisation, we will review and rewrite the working method regarding care in core groups at the beginning and end of the day so that we as an organisation also comply with this point. In doing so, we hope to avoid having to prescribe strict blocks for parents to pick up and drop off the children. In addition, we hope that after the evaluation of the IKK, childcare organisations will receive for more space to actually offer the desired flexibility for parents.

Robin Pieplenbosch

Location manager Hestia Amstelveen