

## Point of View Holder of the Children's Centre

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

The annual inspection took place at the Hestia Amstelveen BSO on Monday 11 April. Hestia Kinderopvang responds to the report with this point of view.

In the annual inspection, the supervisor finds a violation of the first aid requirement at the BSO. It is legally established that at least 1 person with a valid first aid certificate must be present at the location for all opening hours. The random check shows that no employee with a valid first aid certificate is present at the BSO for the last hour of the day, from 17.30 to 18.30 hr on 4 April. Hestia would like to comment that day care is also offered all day long at the same address, in the same building. Between 17.30 and 18.30 hr, there were two other employees working at the day care who do have a valid first aid certificate. Although it is actually found that no employee with a valid first aid certificate was present at the BSO, there were indeed 2 employees present in the building with a valid first aid certificate. In addition, the employee of the BSO was trained in first aid, but the certificate had expired. Hestia Amstelveen is also adjacent to the first aid post of the Amstelland hospital. The combination of the two employees with a valid first aid certificate in the building and the emergency post around the corner means that Hestia is confident that offering first aid to the BSO would have been successful if necessary.

To this I would like to add that Hestia always wants to comply with the law. However, it is also true that the shortage on the labour market makes it difficult at all to find employees to meet the BKR. Hestia would therefore like to point out that we were successful in this area, despite the aforementioned situation. Where necessary, the shifts of the employees are changed in order to meet the first aid requirement. However, changing the shifts on this specific day was not possible, so the substitute worker with the expired first aid certificate had to close the group.

Hestia acknowledges the finding as described by the supervisor in the report, but would like to emphasise once again that there were indeed 2 first aid certified employees present in the building, which ensured the safety of the children. A number that is, incidentally, higher than described in the law.

This concludes my point of view.

Robin Pieplenbosch  
Location manager

# Translated Inspection Report

## Hestia Amstelveen BSO



### Inspectierapport

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

Laan van de Helende Meesters 4  
1186 AM Amstelveen

Registratienummer: 317358327

ToeziChthouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amstelveen	(By order of the Municipality of Amsterdam)
Datum inspectie	: 11-04-2022	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Type of inspection: yearly inspection)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 04-07-2022	(Date of confirmation report)

## TABLE OF CONTENTS

<b>INSPECTION</b> .....	<b>4</b>
INSPECTION DESIGN .....	4
REFLECTION .....	4
<b>OBSERVATIONS AND FINDINGS</b> .....	<b>6</b>
PEDAGOGICAL CLIMATE .....	6
STAFF AND GROUPS .....	9
SAFETY AND HEALTH .....	11
ACCOMMODATION .....	13
<b>INSPECTION ITEMS</b> .....	<b>14</b>
PEDAGOGICAL CLIMATE .....	14
STAFF AND GROUPS .....	14
SAFETY AND HEALTH .....	16
ACCOMMODATION .....	17
<b>DATA ORGANISATION</b> .....	<b>18</b>
<b>DATA SUPERVISION</b> .....	<b>18</b>
<b>POINT OF VIEW HOLDER OF THE CHILDREN'S CENTRE</b> .....	<b>19</b>

## Inspection

### Inspection design

An unannounced annual inspection was conducted on Monday 11 April 2022, 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 quality requirements that have been assessed are listed 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 included them in the assessment.

### Reflection

#### Organisation

Hestia Amstelveen B.V. is part of the eponymous B.V. This has 2 other children's centres in Amstelveen. The organisation consists of a total of 6 different B.V.'s. The director bears final responsibility for the management; she is also a director and sole shareholder of the umbrella Hestia Holding B.V. The organisation offers bilingual childcare at the children's centres in Amsterdam-Zuid and Amstelveen. 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.

Hestia is a family business. The organisation is characterised by the fact that the pedagogical policy is inspired by (amongst others) Reggio Emilia and that the communication method of Thomas Gordon is applied. In addition, for the day cares, sleeping outside and treading water (or in the winter, snow) are specific to the vision of the organisation.

#### Location

The location has space for 2 base groups (Terra 1 and Terra 2) where a total of 30 children between 4 and 12 years old can be cared for. The team consists of 3 professionals and 1 permanent temporary worker. At the location, bilingual childcare is offered in Dutch and English. Every day 1 professional who speaks English with the children and 1 professional who speaks Dutch are scheduled to work. The location manager has been working at the location for several years and is also deployed as a substitute.

#### Prior history

The location has a history with multiple enforcement processes. Violations are observed in (almost) every annual investigation. In the subsequent additional investigations, some of the violations are rectified, but some violations are re-committed. Since 2018, violations have

been observed in the description of the age structure, maximum size and working method of the base groups, the childcare in groups and the number of professionals. In the additional investigation that took place at the same time as this annual investigation, as part of an ongoing enforcement process, it was assessed whether these 3 conditions are met.

In this annual investigation, a violation was found because on 1 day in the period studied, no adult with a valid first aid certificate was present in the childcare centre (the afterschool care) for 1 hour. At that time, a temporary worker was working who did not have a valid first aid certificate. The temporary worker has been a substitute at the location for several years. As early as 2020, discussions were held with the location manager about the temporary worker and her not being in possession of a valid first aid certificate. No action has been taken since then. The temporary worker is not included in the first aid training of the personnel of the organisation but is only deployed for afterschool care. On the day in question, however, there were 2 adults in the day care in the same building who were in possession of a valid first aid certificate. Because this is not officially the childcare centre, this qualifies as a violation.

#### [Advice to the municipality](#)

1 violation was found during the inspection. The supervisor therefore advises the Municipal Executive to enforce in accordance with the policy of the municipality.

## 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 condition regarding the working method, maximum group size and age structure of the base groups was assessed in the additional investigation that took place at the same time as the annual inspection.

#### *Responsible afterschool care*

The general policy describes in detail what the vision of the organisation is ('The Hestia Way') and what the pedagogical practice should look like according to the organisation. Hestia makes extensive use of the Reggio Emilia pedagogical approach as the basis of pedagogical policy. Hestia works according to 5 pillars that represent the organisation. These are creativity, development, passion, harmony, and communication. The pillars are reflected in the description of what the pedagogical practice should look like according to the organisation.

The policy describes how the professionals ensure the emotional safety of the children. Clear boundaries are set, and rituals are created so that children know what is expected of them and their behaviour is guided 'almost intuitively positive'. They speak with the children about the desired behaviour. The professionals help the children to develop personal and social competences by learning through playing. There is a range of musical, visual, literary, and dramatic education. During the open-door policy, among other things, children determine what they want to do, learn, or experience. The professionals have prepared activities for the children to choose from. The teachers philosophise with the children and professionals allow children to empathise with each other, ask questions and use their problem-solving abilities. Professionals stimulate the creative thinking process by making children think outside the box. Professionals do not constantly interfere in what the children do or say and let them figure things out and solve things among themselves (unless intervention is necessary). Professionals have 4 roles: instructor, trainer, researcher, and coach. The children are actively listened to in order to find out what the child wants (to say) verbally and/or non-verbally.

#### *Observation, mentorship and referrals*

At Hestia, extra importance is attached to the roles of coach and researcher. It is described that the coach is in fact an 'active facilitator' who does not interfere with the children unless necessary. The coach always alternates between an observing attitude and active involvement by offering things or by asking questions.

The general policy plan states that the mentor does the intake with new children. The information about who the mentor of the children is can be found in the parent portal. The mentor conducts several periodic interviews with the parents, such as the intake interview, the transition interview and the annual interview.

Through the Well-being method, the children are observed to see how they interact with others and how they feel in the group. It is described how the professionals ensure the right balance and the rhythm of the day. They alternate with high-energy and quiet activities. Since observing the children is seen as a joint responsibility of the professionals in the groups, it is not only the mentor who observes them. The mentor is responsible for ensuring that all his children are observed. It is described that Hestia cooperates with other organisations, and that they are called in should specific developments/details be observed.

#### *Working in line with the pedagogical policy*

The holder ensures that the professionals work in accordance with the pedagogical policy plan. This is done, among other things, by coaching the professionals. Pedagogical subjects are always on the agenda during study days. The policy is digitally accessible to professionals.

#### *Pedagogical practice*

The supervisor observed the pedagogical practice during the outdoor play, the mealtime and the activity. 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 supervisor has seen.

The theme is 'Spring'. This can be seen in all the crafts hanging in the room. The space looks cosy. The professional indicates that the space has just been rearranged to keep it challenging for the children. The theme is also visible in the piazza, the place where the children eat. Last week the blossom fell from the trees in the garden. The professional tells how they started to play with it. At the moment, the theme is adapted to Easter. This need came from the children. A group discussion on this topic is started. Some children say that they celebrate Easter at home and how they do that.

The atmosphere is relaxed during the meal in the piazza. The two groups sit at different tables. A child knocks over a cup of water and immediately gets up to clean it up. There are no towels in the closet. The professional notices this and gives a towel. In doing so, the child can solve it on his own. The child in the seat next to it also got wet, but the children solve this well. When another child walks off the table, the professional tells the child to sit down and drink. The rules are clear, but it might be good to communicate them in a less directive way.

In the atelier you will find a wide range of craft materials for every age. These materials are packed away neatly, visibly, and safe in the cupboards. The professional indicates that the atelier is used almost daily. Today the children can choose whether to make an Easter egg or Easter bunny. First, they brainstorm in the group about what a hare looks like. The professional follows what the children say. The professional asks: 'Does this look like a hare?' The children answer no. The professional challenges the children to solve it themselves. If that is successful, the children get to work with their own hare. The children are engrossed in the activity and are proud of their hares. Through the activity and guidance of the professional, the children's independence is increased, and they practice their creative skills.

#### Used sources

- Pedagogical work plan version 19 October 2021, received on 25 April 2022
- Pedagogical policy plan Hestia version 5 July 2021, already in the possession of the GGD
- Observation in the groups
- Conversations with professionals
- Pedagogical work plan version 13 June 2022, received on op 13 June 2022
- Pedagogical work plan version 15 June 2022, received on op 15 June 2022
- House rules, received on 15 June 2022

## Staff and groups

### Police clearance statement and personenregister kinderopvang

De personen die bij de buitenschoolse opvang werken, zijn met hun verklaring omtrent het gedrag ingeschreven in het Personenregister Kinderopvang (PRK). Voordat zij gestart zijn met werken zijn deze personen gekoppeld aan de houder in het PRK. Deze beoordeling gaat over het personeel dat na het laatste jaarlijkse inspectieonderzoek op 9 september 2021 bij de buitenschoolse opvang is komen werken.

The persons who work at the afterschool care are registered in the Personenregister Kinderopvang (PRK, Person register childcare) with their police clearance statement. Before they start working, these people are connected to the holder in the PRK. This assessment concerns the staff who came to work at the afterschool care after the last annual inspection on 9 September 2021.

### Educational requirements

No new professionals have been hired since the annual inspection in 2021. In previous inspections it has been assessed that the professionals have an appropriate professional qualification.

Multilingual afterschool care is offered at the location. The employees who speak English master the separate skills at least at level B2. This assessment concerns the personnel who worked from 1 to 11 April 2022.

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

### Number of professionals and requirements regarding the deployment of professionals in training and interns

The requirement regarding the number of professionals has been assessed in the additional investigation that took place simultaneously with the annual inspection.

During times when fewer professionals are working, there is always another adult in the childcare centre in addition to the professional. The location is in the same building as the day care centre of the same name.

There is 1 professional in training (PMIO'er) at the afterschool care. She is deployed in accordance with the Collective Labor Agreement for Childcare.

### Deployment pedagogical policy employees

Interviews with the location manager and professionals show that all professionals and substitute employees have received coaching in 2021.

Hestia Amstelveen B.V. has calculated the minimum number of hours that the pedagogical policy employee/coach must be deployed. There are 3 locations that are owned by Hestia Amstelveen B.V. The coaching plan sent with reference date 1 January 2022 contains only 2 locations.

A new coaching plan was sent on 12 May 2022, containing the number of hours for the locations in Amstelveen and the number of hours for the School of Understanding location.

In a telephone conversation on 8 June 2022, the pedagogical coach discussed the way in which the hours of the pedagogical policy officer are divided among the various childcare centres and how this has been recorded in writing. On the basis of this telephone conversation and the information in the coaching plan, it has been assessed that the condition is met. In the next inspection survey at locations of the organisation, extra attention will be paid to the distribution of hours of the policy employee among the various childcare centres and how this is implemented in practice.

#### Stability of care for the children

The requirement regarding the stability of childcare facilities has been assessed in the additional investigation that took place simultaneously with the annual inspection.

The 2 permanent professionals are also mentors for the children. The professionals observe the children every month. There are parent meetings 3 months after the start of afterschool care and then annually.

#### 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 with regard to multilingual afterschool care is described in the pedagogical policy plan. They work with the One-person-one-language method. 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. The staff schedule from 1 to 11 April 2022 shows that every day, 1 professional speaks English and 1 Dutch.

#### Used sources

- Personenregister Kinderopvang, checked on op 25 and 29 April 2022
- Inspection report annual inspection 1 September 2020
- Inspection report annual and additional investigation 9 September 2021
- Copies diplomas and certificates of professionals and pedagogical coach/policy employee, already in the possession of the GGD
- Pedagogical work plan version 19 October 2021, received on 25 April 2022
- Pedagogical work plan version 13 June 2022, received on op 13 June 2022
- Pedagogical policy plan Hestia version 5 July 2021, already in the possession of the GGD
- Conversations with professionals
- Attendance lists, period 1 up to and including 11 April 2022, received on 20 April 2022
- Additional explanation documents, received on 20 April 2022
- Staff schedule, period 1 up until and including 11 April 2022, received on 20 April 2022
- Information about deployment professional in training, already in possession of the GGD
- Telephone conversations with the location manager on 14 and 29 April 2022
- Information language level professionals, already in possession of the GGD
- Coaching plan, received on 20 April and 12 May 2022
- Telephone conversation with the pedagogical coach on 8 June 2022

## Safety and health

### Health and safety policy

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

The health and safety policy describes what the policy cycle looks like. The policy is created by the director and location managers. In addition, other relevant employees contribute ideas, such as the pedagogical coach and policy employee. The policy is a living document that can be evaluated and modified at any time. In addition, the policy is discussed annually during a team meeting. The location manager says that the policy evaluation has been extra extensive this year. An old risk inventory has been used and all risks have been reviewed. The director and the policy employee conducted this review. No new risks have been observed, but the policy has been adjusted and updated.

The health and safety policy states where employees and parents can find the health and safety policy and any possible adjustments. The policy also states how the backup is arranged at this location.

During the inspection visit, the supervisor spoke to the professionals. Attention was also paid to the actions of the professionals. Special attention was given to the spearhead 'ventilation'. The location is ventilated with the ventilation system of Amstelland Hospital. The holder indicates that there is a maintenance contract with the hospital. Both professionals say that they ventilate the rooms as much as possible. They do this before and after using the space. During the inspection, the room was aired before the children went inside. According to the professionals, there is no policy for how often it should be done. They just do it as much as possible. The location manager indicates that this is mainly an oral agreement, but that it can also be read in the work instruction. It does indeed state that the room must be aired regularly. In any case, 10 to 15 minutes before and after using the room and when the children are not present, for example when they are playing outside. The professionals are thus working according to the rules, but do not know where these can be found. The location manager indicates in a telephone conversation that he will tackle this.

### *First aid*

All permanent professionals and the location manager are in possession of a valid first aid certificate. In the examined period from 1 to 11 April 2022, a permanent substitute teacher was alone at the childcare centre on 1 day (4 April 2022) from 17.30 to 18.30hr.

At 17.30hr, 9 children were still present. It is not clear whether the substitute teacher has a valid first aid certificate. The substitute teacher has been working as a permanent substitute at the afterschool care for several years. In the annual inspection dated 1 September 2020, the location manager stated that he assumes that the substitute teacher does not have first aid because she is deployed via the employment agency. In a covering letter on 12 May 2022, the location manager wrote that he did not yet have an answer to the question whether the temporary worker had a valid first aid certificate. During a telephone conversation on 8 June 2022, the location manager asked the substitute teacher whether she has a valid first aid certificate and declares that she only has an expired certificate.

Since 2020, no action has been taken and the substitute teacher has not participated in the first aid course for all employees of the organisation. However, the substitute teacher is only deployed in the childcare centre at the end of the day.

On 4 April 2022, there were 2 professionals with a valid first aid certificate at the day care at 17.30 pm who worked until 18.30 hr. Daycare and afterschool care share an outdoor space and often play outside together. However, the laws and regulations state that an adult with a valid first aid certificate must be present at each childcare centre. The location manager (with a valid first aid certificate) who works in the office in the building was also not present at the location on 4 April 2022. This means that no adult with a valid first aid certificate was present in the childcare centre for 1 hour on 1 day in the investigated period.

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

- The owner of a childcare centre ensures that at least one adult is present at all times during afterschool care who is qualified to provide first aid to children in accordance with the further rules laid down 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.)

#### Reporting code domestic violence and child 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. The reporting code is discussed annually during team meetings. This is included on the annual plan.

#### Used sources

- Observations
- Conversations with the professionals
- Health and safety policy version 25 November 2021, received on 20 April 2022
- COVID-protocol, received on 20 April 2022
- Staff schedule, week 13, 14 and 15 , received on 20 April 2022
- Telephone conversation with the location manager on 14 April and 20 May 2022
- Telephone conversation with the policy employee and location manager on 8 June 2022
- Additional writing, received on 12 May 2022
- First aid certificates, already in the possession of the GGD

## Accommodation

### Spatial requirements

The pedagogical policy describes how the rooms are arranged. The Hestia pillars are reflected in the interior. The policy states that the spaces are light and without excessively bright colours and that all spaces are connected to each other. There are large windows and many vista's to see how things are going in the other rooms: this stimulates development through exploring. There are 'open-ended' toys (without a specific purpose) and children can also play with real utensils such as cardboard suits or pieces of cloth. It is also described that there is no 'oversupply': the focus is on 'conscious' instead of 'a lot'. It is explained that by hanging homemade works at the eye level of the children, there is the possibility to see it again, talk about it and show it to others.

During the inspection visit, it appears that the rooms are furnished as described in the pedagogical policy. There are permanent corners, including a reading corner and a building corner. A professional says that she changes the layout of the room every so often so that it remains attractive for the children. The layout also changes depending on the needs of the children. There are 'open-ended' materials such as kapla and real utilitarian items such as a keyboard. The studio has very diverse materials such as corks, matches, caps, candles and chalk. The children's works hang throughout the group room. They have been doing crafts with coffee filters and cotton pads, among other things.

In the outdoor area are car tires and there are large concrete tunnels. In the vegetable garden, the children grow plants together with the professionals and they do garden activities. There is a toy kitchen and a sandbox.

### Used sources

-Observations

-Pedagogical work plan version 19 October 2021, received on 25 April 2022

-Pedagogical policy plan Hestia version 5 July 2021, already in the possession of the GGD

-Conversations with professionals

## 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 afterschool care are interpreted, as meant in article 11 of the Besluit kwaliteit Kinderopvang.
- The pedagogical policy plan contains at least a concrete description of the manner in which specifics in the development of the child or issues are noted 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 manner in which the mentor discusses on a periodical basis the collected information regarding the child's development with the parents and the manner in which the parents and the child are informed about which teacher shall be the child's mentor.
- The pedagogical policy plan contains, if relevant, a concrete description of the manner in which 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.

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

- 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 regarding 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. In determining the deployment of the teachers in training and interns, the current educational phase they find themselves in must be taken into account.
- Should the deployment of the minimum amount of professionals in proportion to the amount of present children in the core group as meant in article 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.

#### Deployment 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 the children

- 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 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. Contrary to this, multilingual afterschool care can be provided in accordance with the definition and in accordance with the applicable conditions.

(article 1.50 section 2 sub i and article 1.55 lid 1 lid 3 Wet kinderopvang)

#### **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

##### Health and safety 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 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 accessible 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.

## Data Organisation

### Opvanggegevens

Naam voorziening	:	Hestia Amstelveen B.V.	(Day care data) (Name organisation (Chamber of commerce number)
KvK-vestigingsnummer	:	000021062145	
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.	(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	:	11-04-2022	(Planning) (Date inspection)
Opstellen concept inspectierapport	:	15-06-2022	(Drafting concept inspection report)
Zienswijze houder	:	04-07-2022	(Point of view of the holder)
Vaststellen inspectierapport	:	04-07-2022	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	:		(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	:		(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:		(Inspection report made public)

## Point of View Holder of the Children's Centre

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

The annual inspection took place at the Hestia Amstelveen BSO on Monday 11 April. Hestia Kinderopvang responds to the report with this point of view.

In the annual inspection, the supervisor finds a violation of the first aid requirement at the BSO. It is legally established that at least 1 person with a valid first aid certificate must be present at the location for all opening hours. The random check shows that no employee with a valid first aid certificate is present at the BSO for the last hour of the day, from 17.30 to 18.30 hr on 4 April. Hestia would like to comment that day care is also offered all day long at the same address, in the same building. Between 17.30 and 18.30 hr, there were two other employees working at the day care who do have a valid first aid certificate. Although it is actually found that no employee with a valid first aid certificate was present at the BSO, there were indeed 2 employees present in the building with a valid first aid certificate. In addition, the employee of the BSO was trained in first aid, but the certificate had expired. Hestia Amstelveen is also adjacent to the first aid post of the Amstelland hospital. The combination of the two employees with a valid first aid certificate in the building and the emergency post around the corner means that Hestia is confident that offering first aid to the BSO would have been successful if necessary.

To this I would like to add that Hestia always wants to comply with the law. However, it is also true that the shortage on the labour market makes it difficult at all to find employees to meet the BKR. Hestia would therefore like to point out that we were successful in this area, despite the aforementioned situation. Where necessary, the shifts of the employees are changed in order to meet the first aid requirement. However, changing the shifts on this specific day was not possible, so the substitute worker with the expired first aid certificate had to close the group.

Hestia acknowledges the finding as described by the supervisor in the report, but would like to emphasise once again that there were indeed 2 first aid certified employees present in the building, which ensured the safety of the children. A number that is, incidentally, higher than described in the law.

This concludes my point of view.

Robin Pieplenbosch  
Location manager