

## Point of View of the Holder

*The point of view concerns a response from the holder to the content of the inspection report.*

Point of view of Hestia Waldorf at the Werf BSO  
Annual inspection 05-09-22

On 5 September, the annual inspection took place at Hestia Waldorf aan de Werf (WadW). During the visit, the inspector was present at the location for some time and was able to observe the pedagogical practice. After this, several interviews were held with the location manager and employees at the location.

Hestia, like other childcare organisations and industries, is facing a major shortage of personnel. However, we are doing everything we can to compensate for these shortfalls and to see where the possibility remains open to parents and children while maintaining quality. As a result, it is possible that choices are made that do not fit in with the Wet Kinderopvang and are seen as a violation. Two violations were found during the inspection. Which is advised by the Inspectorate not to enforce. We are happy with this. The violations concerned the use of a BBL'er in accordance with the CAO for childcare and the presence of an adult with a valid first aid certificate.

The employees at the location and the manager experienced the inspection as very pleasant. In the feedback afterwards, the inspector indicated that she had made good observations during the visit. We are pleased with the well-described observations of the inspector. In this description we see the care for children and the pedagogical method that we stand for.

### Deployment of a BBL'er in accordance with the CAO for childcare

An employee has been deployed who is obtaining the PW3 diploma through a vocational training pathway (BBL'er). She has been working at Hestia for quite some time and has been assessed to be 100% deployable. In addition, during the holiday period we worked closely with various BSOs, making her a familiar face for the children at the location. As described very nicely in the report, it was decided to deploy this employee. Prior to this decision, a thorough consideration was made as to whether this would be a responsible decision. We are pleased to read that the inspector agrees with our decision and therefore advises not to enforce this violation.

### Presence of an adult with a valid first aid certificate

The violation related to the first aid certificates of the employees is nicely described in the report. Here you can read how closely Hestia works with education and intends to train its employees. We are pleased to read that the inspector recognises that it was a force majeure situation and finds the temporary measures taken acceptable. A new assistant team leader is now working at the location and the violation is no longer an issue.

Jillian Pieplenbosch

Location manager

Hestia Waldorf aan de Werf

# Translated Inspection Report Hestia Waldorf aan de Werf



## Inspectierapport

### **Hestia Waldorf aan de Werf (BSO)**

Werengouw 83  
1024 NN Amsterdam

Registratienummer: 295390980

ToeziChthouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 05-09-2022	(Date of inspection)
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## TABLE OF CONTENTS

<b>THE INSPECTION</b> .....	<b>3</b>
INSPECTION DESIGN .....	3
REFLECTION .....	3
<b>OBSERVATIONS AND FINDINGS</b> .....	<b>5</b>
PEDAGOGICAL CLIMATE .....	5
STAFF AND GROUPS .....	7
SAFETY AND HEALTH .....	10
ACCOMMODATION .....	12
PARENTAL RIGHTS .....	13
<b>INSPECTION ITEMS</b> .....	<b>14</b>
PEDAGOGICAL CLIMATE .....	14
STAFF AND GROUPS .....	15
SAFETY AND HEALTH .....	16
ACCOMMODATION .....	18
PARENTAL RIGHTS .....	18
<b>DATA ORGANISATION</b> .....	<b>20</b>
<b>DATA SUPERVISION</b> .....	<b>20</b>
<b>POINT OF VIEW OF THE HOLDER</b> .....	<b>21</b>

## The Inspection

### Inspection design

On 5 September 2022, an unannounced annual inspection was carried out pursuant to Article 1.62, paragraph 2 of the Wet Kinderopvang.

This study assessed whether the following quality requirements were met:

- the requirements for the pedagogical climate.
- the requirements for (the deployment of) the personnel.
- the requirements for the stability of the groups.
- the requirements for the (implementation of) health and safety policy.
- the requirements for the areas where the childcare takes place.
- the requirements for parental rights.

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

### Reflection

#### Organisation

Hestia Waldorf aan de Werf is part of Hestia Regio Amsterdam Noord B.V. The organisation still operates 5 childcare centres that are housed in 2 B.V.s. The director bears final responsibility for the policy to be pursued; she is also a director and sole shareholder of the umbrella company Hestia Holding B.V. The organisation offers bilingual childcare at the childcare centres in Amsterdam-Zuid and Amstelveen.

The locations are led by, at the moment, 2 location managers who each have 3 childcare centres under their care, some of which are located at 1 address. A confidential counsellor from outside has been appointed for the staff.

Characteristic of the organisation is that it has been inspired by, among others, Reggio Emilia when designing the locations and drawing up the pedagogical policy, and that the communication method of Thomas Gordon is used.

#### Location

The location consists of 2 base groups (Oker and Terra) in which a maximum of 22 children are cared for. In both the Oker group and the Terra group, 11 children between the ages of 4 and 13 can be cared for. At the moment the children are between 4 and 8 years old. This is because it is a new primary school that started with the lower classes. Afterschool care will grow along with the school. There are 2 permanent professionals. 1 of them has recently started working at Hestia Waldorf aan de Werf but has been working for the organisation for several years. The other professional also has the position of assistant location manager. The location manager is also a pedagogical coach for the organisation and can be deployed as a teacher. In addition to the professionals and the location manager, 2 group assistants are also part of the team.

The location is located in the Waldorf at the Werfschool. This school, and with it the afterschool care, has moved to the main building at the same address on 1 August 2022. Before that, both were housed in a temporary building. At the beginning of 2023, the primary school and afterschool care will move again to a building in Elzenhagen South. Eventually, the school and afterschool care will move to a building in the Klaprozenbuurt in Amsterdam Noord. This district is currently being built and the project is expected to be completed in a few years.

This inspection investigation found 2 violations: the use of a BBL'er in accordance with the collective labor agreement (CAO) for childcare and the presence of an adult with a valid first aid certificate. In the opinion of the supervisor, these violations were caused by unforeseen circumstances and a shortage of personnel. The supervisor assesses that the holder, despite these violations, offers responsible childcare in the given circumstances. The holder has taken sufficient measures to this end. The supervisor therefore advises the municipality not to take any enforcement action.

#### Advice to the municipality

The supervisor found violations during the investigation. These violations arose from force majeure due to the shortage of personnel. The supervisor advises not to take enforcement action.

## 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 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. At Hestia, extensive use is made of the pedagogical approach Reggio Emilia, as the basis of the 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.

Information about this has been included in the pedagogical work plan, specifically for location Hestia Waldorf aan de Werf. For example, it is described that the space for Hestia is the 3rd pedagogue. The spaces are made 'Hestia' by means of a selection of toys that are beautifully displayed, corners, vistas, and tranquillity in colours and materials.

The pedagogical policy plan clearly describes how the professionals make note of particularities in the child's development or problems and that parents are then, if necessary, referred to suitable organisations that can help further.

Every child has a mentor. The policy states how the afterschool care informs the parents and children who the child's mentor is. It is also described how and when the mentor discusses the development of the child with the parents.

It is described which activities the children can do outside their own base group and how this is done. The policy also clearly describes how children can get used to the new base group in which they will be cared for and what the policy is for extra care.

The policy plan states that the number of professionals per group is determined based on the number of children. It is also described at what times fewer professionals than necessary work.

The working method, maximum size and age structure of the base groups has not been assessed in this inspection.

Because no professionals in training, trainees or volunteers work at this location, the requirement regarding their tasks and supervision has not been assessed. This also applies to the requirement regarding activities in groups larger than 30 children and multilingual childcare.

#### *Working according to the pedagogical policy*

The holder ensures that the professionals work according to the pedagogical policy plan. This happens during the onboarding, through coaching, training and during team meetings. New employees receive the policy and must review it. The assistant manager tells that she also had training in 'The Hestia Way'. She explains what characterises the organisation and what this means for in practice. She also says that there is a lot of discussion among themselves (during the childcare as well as team meetings) about pedagogical actions, the implementation of the policy and that they reflect on certain actions together.

### Pedagogical practice

The supervisor observed the pedagogical practice during the collection of the children and free play. Based on this, it was assessed that the professionals offer responsible afterschool care during the inspection visit. A few examples of what the supervisor has seen are described below.

The youngest children are taken out of the classroom. There is good contact: the professionals know the teachers and the children. Children are greeted or given a hug when they come out of class. The children tell the professional what they have done. They can wait on the bench in the hallway until all the children have been picked up. To see if all the children are there, the professional calls the names. She involves the children by asking 'is [child's name] here?' Children know each other and answer the question when they see that the child is there. This not only contributes to emotional safety, but also stimulates social skills. Today marks the second time at the location for one professional. Attention is already paid to this during outdoor play by telling this. Even when all the children are in the auditorium, the teacher tells them that there is a new employee today.

During this moment, the group rules that have been devised together with the children are also named. At the start of the school year, extra attention is paid to this because the afterschool care has just moved and the children know the rules well. Children may raise their hand and name a rule. Rules that are mentioned are: not excluding people and making agreements about sharing things. There are also agreements about talking loudly in the indoor area. When entering, the teacher recalls that the children can leave their loud voice outside and take their soft voice inside. Some children are restless when discussing the rules. The professional mentions that the child often talks through her and asks whether the child wants to take this into account. This way of explaining and letting children think about behaviour is in line with Hestia's vision.

Every day the childcare starts with playing outside. Children play freely and create their own game by, for example, using a rope on the tree that can be swung and rocked. The children can also climb the high fence. Risky play has been discussed with the professionals. They state that they consider each child individually. The principle for the fence, for example, is that the child must be able to climb it himself. The teacher is there and keeps an eye on the child. Risky play is also involved at other times, for example because children are allowed to make huts under the stage. This is a game 'out of sight' and the professional says that this is possible.

### Used sources:

- Pedagogical Policy Plan version July 2021, already in the possession of the GGD
- Pedagogical work plan Hestia Waldorf aan de Werf version 14 September 2022, received on 15 September 2022
- Observations in the groups
- Conversations with the professionals

## Staff and groups

### Police clearance statement and personenregister kinderopvang

The people who work at the afterschool care are registered with their statement of behaviour in the Personenregister Kinderopvang (Childcare Persons Register, Dutch abbreviation PRK). Before they start working, these persons are linked to the holder in the PRK. This assessment is about the staff (assistant manager and 2 group assistants) who came to work at the afterschool care after the last annual inspection on 16 December 2021.

### Educational requirements

The people who work at the afterschool care have a suitable diploma as stated in the CAO for childcare. This assessment is about the staff who came to work at the afterschool care after the last annual inspection on 16 December 2021.

The pedagogical policy officer/coach has also completed training as stated in the CAO childcare.

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

4 people (the director, the location manager, the other location manager and the back-up for this location) can be at the location within 15 minutes and are available during the opening hours of the afterschool care. The professionals know the back-up arrangement. The afterschool care is always opened and closed by 2 teachers during school days.

On the day of the inspection visit, enough professionals are at work at the afterschool care. In the Terra group, 9 children are taken care of by 1 professional and in the Oker group 10 children are taken care of by 1 professional. This number of teachers is in line with the number and age of children being cared for.

A random check of the attendance lists of the children and the work schedules of the staff shows that enough professionals worked during this period as well. The deviation from the teacher-child ratio during holidays and study days has not been investigated in this inspection.

### *Deployment teacher in training*

On 1 day in the period under investigation, namely on 31 August 2022, a BBL employee was deployed. The BBL'er works at the Hestia Rivierenbuurt location and was deployed due to unforeseen circumstances. 1 permanent professional had just left service, her replacement would start on 1 September 2022. The other permanent professional (assistant location manager) does not work on Wednesdays and was unable to work extra hours. The location manager was also unable to work as a professional on this day due to other urgent matters dates. Because temporary workers did not respond to the service in a timely manner, it was decided to deploy the BBL employee. Eventually a temporary worker was available, but to guarantee the stability and emotional safety of the children, the choice was made to use the BBL'er. She worked with a group assistant on 31 August 2022 who knows the location and the children. The BBL'er herself is familiar with the general policy of the organisation and The Hestia Way.

Information has been sent about the formative deployment of BBL students. This is in accordance with the CAO for childcare. Because the BBL'er was the only one deployed at the location, the requirement that at least 50% of the total number of employees to be deployed can be professionals in training, is not met.



It has been assessed that the holder, despite the violation, provides responsible childcare in the given circumstances.

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

- The deployment of professional workers in training and trainees takes place in accordance with the conditions included in the most recently commenced CAO for Childcare. When determining the deployment of professional workers in training and trainees, account is taken of the training phase in which they are at that moment.

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

#### Deployment pedagogical policy employees

The holder, Hestia Regio Amsterdam Noord B.V. has laid down in an overview how many hours the pedagogical policy officer is deployed on an annual basis (2021). In total, this involves 66 hours: 50 hours for pedagogical policy intentions and 16 hours for coaching.

The document 'Coaching hours accountability 2021' states how many hours the 2 permanent professionals (who worked at the location in 2021) were coached. It consisted mainly of coaching on the job. The location manager herself is also coached: she says that this coaching mainly consists of conversations or based on observations. She may also have a coaching question.

#### Stability of care for the children

The afterschool care has 2 base groups:

- in Terra, a maximum of 11 children from 4 to 13 years old are cared for.
- in Oker, a maximum of 11 children from 4 to 13 years old are cared for.

At the moment, only children from 4 to 8 years old attend afterschool care. This is because the primary school started in 2020 with only the youngest classes. The school grows with the ages of the children. Classes are added every year and the maximum age of the children in the base groups will also increase.

On Wednesdays and Fridays, fewer children are cared for at the afterschool care and only group Terra is open. Children from group Oker are cared for in group Terra on Wednesdays and Fridays. Written parental consent is required for this. No children from group Oker currently attend childcare on Wednesdays or Fridays.

However, just like in the annual inspection in 2021, there is 1 child who has been placed in group Terra on Monday, Thursday and Friday and in group Oker on Tuesday because there is no place in group Terra on this day. We discussed the written permission for the temporary reception in 1 other base group with the policy officer. It is described that parents give permission on an annual basis for childcare in 1 other base group. If there is a place in their own base group earlier, the child will be placed here. The consent form states on which days the child will be cared for in which base group and what the period is (in particular the end date).

Every child has a mentor. The mentor talks to parents about their child's development. The mentor is also the point of contact for parents when they have questions about how their child is doing.

#### Use of the prescribed working language

At the afterschool care, the professionals speak Dutch with the children.

Used sources:

- Personenregister Kinderopvang, consulted on 19 September 2022
- Date of employment of professionals, received on 2 December 2022
- Copies of diplomas and certificates of professionals, received on 2 December 2022
- Pedagogical work plan Hestia Waldorf aan de Werf 14 September 2022, received on 15 September 2022
- Conversations with the professionals and the location manager
- Attendance lists, period 29 August to 6 September 2022, received on 15 September 2022
- Work schedule with explanation, period 29 August to 6 September 2022, received on 15 September 2022
- Telephone conversation with the location manager on 6 September 2022
- Inspection report annual examination 16 December 2021
- Hours (distribution) pedagogical policy officer/coach 2022 Hestia Regio Noord Amsterdam B.V, received on 15 September 2022
- Timesheet 2021 Hestia Waldorf aan de Werf, received on 15 September 2022
- Telephone conversations with the policy officer on 21 and 27 September 2022
- Pedagogical work plan Hestia Waldorf aan de Werf version 27 September 2022, received on 3 October 2022
- E-mail message from the location manager on 4 October 2022
- Information about the (formative) deployment of the BBL, received on 3 October 2022

## Safety and health

### Safety and health policy

A health and safety policy has been drawn up for Hestia Waldorf aan de Werf.

The policy describes risks with major consequences for the physical safety, social safety, and health of the children. This contains measures that have been or will be taken to reduce the risks. It describes which risks have minor consequences for the safety and health of the children. It also describes how the organisation deals with these risks. The safety and health policy also pays attention to transgressive behaviour and how they deal with it.

The safety and health policy describes what the policy cycle looks like. An annual plan has been drawn up with themes that are discussed and evaluated during the monthly team meeting. In addition, it is stated that the policy plan is also reviewed by the location managers every year in January and - if necessary - adjusted after consultation with the director.

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

It is Hestia's policy that all employees (who have been employed for at least six months) receive first aid training. The location manager, assistant location manager and professional are in possession of a valid first aid certificate. Recertification is scheduled for 11, 17 and 18 December 2022.

The supervisor spoke with the professionals during the inspection visit. Hereby the actions of the teachers were given special notion. Attention was also paid to picking up the children and playing outside.

### *Pick-up*

The organisation sees risks associated with picking up children as a small risk: children will be taught how to deal with this. The policy states that a pick-up list is used and that children receive a Hestia vest at the assembly point on the square or when they are collected from class. The rule that applies during pick-up is that the children wait to go outside/play until they all have a vest and permission is given by the teacher. This rule is taught to the children. The pick-up policy is implemented during the inspection visit.

The risk of children going missing has been described as a risk with major consequences and the Missing child protocol describes the steps to be taken if a child goes missing.

### *Playing outside*

Playing outside (under supervision) is also described as a small risk. There are rules that apply and are discussed repeatedly. The teachers supervise and direct the children. It is possible that children have an independent contract and are allowed to play outside independently. The location manager says that there are currently no children at Hestia Waldorf to whom this applies. The policy contains the rules and images of the outdoor space. This is not the outdoor area where games will be played during the inspection visit. You can play outside in different yards (on the side and front of the building). Because the outdoor space is public, agreements have also been described for when other people are on the square. The policy is implemented during the inspection visit.

### *First Aid*

On 1 day in the investigated period, 31 August 2022, a BBL employee was deployed: she does not have a valid first aid certificate. The BBL employee works at the Hestia Rivierenbuurt location and has been deployed due to unforeseen circumstances.

1 permanent professional had just left employment, her replacement was going to start on 1 September 2022. The other permanent professional (assistant manager) does not work on Wednesdays and was unable to work extra hours. The location manager was also unable to work as a professional on this day due to other urgent appointments. An attempt was made to deploy a temporary worker who has a valid first aid certificate, but this was not available. Employees with a valid first aid certificate from other Hestia locations could also not be deployed, because there would then be problems with the presence of an adult with a first aid certificate. Eventually a temporary worker was available (without a valid first aid certificate), but to guarantee the stability and emotional safety of the children, the choice was made to use the BBL'er. A Red Cross first aid booklet and a book with reminders with pictures and a short description are available at the location via the Red Cross. In addition, the iPad contains the First Aid application. At the end of 2022 (11, 17 and 18 December 2022) (repeat) first aid courses are planned for all Hestia employees. Finally, the director and 2 employees of the primary school are in possession of a first aid certificate.

It has been assessed that the holder, despite the violation, provides responsible childcare in the given circumstances.

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 who is qualified to provide first aid to children is present at all times during the afterschool care, in accordance with the further rules laid down in the Regulations for this qualification.

(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

The reporting code is based on the model drawn up by the Brancheorganisatie Kinderopvang. The established reporting code meets the quality requirements, and the social roadmap has been completed. Information has been added so that the social card also applies to Hestia Waldorf aan de Werf (in Amsterdam North).

During the inspection visit, discussions were held with the teachers. They know possible signs of domestic violence and child abuse. The teachers also know what to do if there is a suspicion of child abuse or domestic violence. The reporting code is put on the agenda every year during team meetings.

#### Used sources:

- Observations
- Conversations with the professionals and the location manager during the inspection visit
- Telephone conversation with the location manager on 6 September 2022
- Telephone conversations with the policy officer on 21 and 27 September 2022
- Health and Safety Policy Hestia Waldorf at the Werf version 14 September 2022, received 15 September 2022
- Copies of first aid diplomas, already in possession of the GGD
- Reporting code for domestic violence and child abuse, already in possession of the GGD
- Work schedule with explanation, period 29 August to 5 September 2022, received on 15 September 2022

### Accommodation

Since 1 August 2022, the afterschool care has been located in the main building at Werengouw 83. The care has moved with the primary school. The afterschool care has a group room and an auditorium with a stage. The group room is permanently available for afterschool care. 1 base group eats in the kitchen. Like the auditorium (with stage), this space is shared with the primary school.

### Spatial requirements

The available indoor and outdoor play space has not been assessed in this inspection investigation.

### *Indoor play area*

The design of the group rooms is appropriate for the number of children that are cared for and their age and level of development. The group room is furnished with corners including a house corner and construction corner. Corners are also created by the professionals themselves, depending on the needs of the children. There is loose material including Kapla, toy cars and trains, construction material, cuddly toys and dolls. There is also a cupboard with very diverse craft, painting and drawing material. Much of this material is 'loose end': such as jars, cardboard rolls, filling material, buttons, and screws and nuts. There is also a lot of Montessori material.

In the auditorium there is a mobile wooden stage with storage space. The stage consists of parts that can be separated from each other. The children build huts under the stage with cloths and pillows. There is also a piano in the auditorium.

The toilets in the hallway (next to the classrooms) are used. There are agreements with the children about which toilets are to be used.

### *Outdoor play area*

The afterschool care uses the 2 public (school) squares at the front and side of the building. There are, among other things, football goals, 'in-ground mini-trampolines', a climbing wall and sandbox. There is also loose material available such as balls, bicycles and shovels.

### Used sources:

- Observations
- Conversations with the location manager and the teachers during the inspection visit

## Parental rights

### Information

The holder informs the parents about all mandatory subjects. The holder does this via the website, newsletters, the parent portal, the pedagogical policy and the document 'Accounting coaching hours Hestia Waldorf aan de Werf'. The last 2 documents can be requested at the location. The holder also informs the parents about the times when enough professionals work and the times when fewer professionals work than necessary.

The holder has posted the latest inspection report on the website (*Childcare Disputes Committee*).

The website states that the holder is affiliated with the Geschillencommissie Kinderopvang.

### Parent committee

The afterschool care has a parent committee consisting of 3 members. These are the same members as during the inspection investigation on 16 December 2021. The parent committee regulations have also not been changed and have been assessed in terms of content in the annual investigation of 2021.

### Complaints and disputes

The holder has a procedure for handling complaints. This scheme meets the conditions. The holder is also affiliated with the Geschillencommissie Kinderopvang.

A summary version of the complaints procedure is available on the website. Parents can also read on the website that the holder is affiliated with the Geschillencommissie Kinderopvang.

The holder has not made any annual complaints because there were no complaints last year.

### Used sources:

- Website: hestiakinderopvang.nl, viewed on 19 September 2022
- Telephone conversation with the location manager on 6 September 2022
- Parent committee regulations, received on ... (red.)
- Complaints regulations Hestia Kinderopvang B.V., June 2016, already in possession of the GGD
- Website: www.landelijkregisterkinderopvang.nl, viewed on 19 September 2022
- Email with information about uploaded pieces date September 15, 2022

## Inspection Items

### Pedagogical climate

#### Pedagogical policy

- The children's centre has a pedagogical policy plan. The holder of a children's centre ensures the employees in the afterschool care work according to 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 at the very least a concrete description of the manner in which children are allowed to get familiar with a new base group in which they shall be cared for.
- 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.
- The pedagogical policy plan contains, if relevant, a concrete description of the nature and organisation of the activities during which the children can leave the base group.
- The pedagogical policy plan contains, if relevant, a concrete description of the policy with regards to the possibility of making use of afterschool care during extra day parts.

#### Pedagogical practice

- With regards to offering responsible afterschool 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. the participating parent;
  - c. 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;
  - d. 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;
  - e. the people who have or will have access to the information about the children attending the day care based on the function they hold;
  - f. 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-f must be registered in the Personenregister Kinderopvang.
- After enrolling a person who is included 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.  
Additionally, a teacher working at a multilingual afterschool care holds a certificate of proof demonstrating his/her ability of possessing the skills 'conversations', 'reading', 'listening' and 'speaking' for German, English or French at least at the level B2 of the European Reference Framework (Europees Referentiekader, ERK) for languages.
- Pedagogical policy employees have followed an education suitable for the work activities, such as is included in the most recent cao Kinderopvang and cao Sociaal Werk.

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

- The holder of a children's centre employs sufficient professionals for the amount of the children that are cared for, provided that:
  - The ratio between the minimum number of teachers to be deployed and the amount 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.
- The deployment of teachers in training and interns happens in accordance with the requirements included in the most recently started cao Kinderopvang. When 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 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.
- 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. In deviation thereof, multilingual afterschool care can be provided in accordance with the definition and in accordance with the conditions that apply.

(article 1.50 paragraph 2 sub i and article 1.55 paragraph 1 paragraph 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

##### 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 concrete description of the risks that come with running a childcare for the relevant children's centre, and in-depth discussions are given of at least:
  - the main risks with severe consequences for the safety of children;
  - the main risks with severe consequences for the health of children;
  - the risk on transgressional behaviour by teachers, teachers in training, interns, volunteers, other adults present and children.
- The safety- and health policy contains a 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.
- 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 classified as main risks with great consequences regarding safety and health and risk of transgressive 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 accessible 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 day, according to the additional rules connected to this qualification, set in the Regeling Wet Kinderopvang.

#### Reporting code domestic violence and children's abuse

- The holder of a children's centre drafts a reporting code for the staff, in which is explained step-by-step how signals of domestic violence or child abuse must be treated and which reasonably contributes to support being offered as quickly and adequately as possible. The reporting code drafted by the holder for the staff contains at least the following elements:
  - a. A roadmap, including a description of the steps to be taken by the staff when dealing with signals of domestic violence or child abuse;
  - b. An assessment framework based on which the staff weighs the risk on, nature and severity of the domestic violence or child abuse, and which allows the staff to assess whether it concerns such severe domestic violence or child abuse, or a suspicion thereof, that a report is needed;
  - c. An allocation of responsibilities amongst the relevant staff members with regards to the steps in the roadmap, including stating the position of the one who has the final responsibility regarding the decision of whether or not to report;
  - d. If applicable, specific attention for special forms of violence, which necessitates special knowledge and skills of the staff;
  - e. Specific attention to the manner in which staff treats data of which they know or must at least reasonably suspect the confidential content.

- The reporting code roadmap drafted by the holder of a children's centre contains at least the following steps:
  - a. Mapping out the signals of domestic violence or child abuse;
  - b. Collegial consultation and if necessary the consultations with the advice- and reporting point domestic violence and child abuse (Veilig Thuis) or an expert regarding injury interpretation;
  - c. A conversation with the parents and, if possible, the child;
  - d. The application of the assessment framework, meant in the first section, element b;
  - e. The decision regarding:
    - Reporting, and;
    - Employing the necessary support.
- The holder fosters the knowledge about and the use of the reporting code.

## Accommodation

### Spatial requirements

- The in- and 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

### Information

- The holder of a children's centre informs the parents and anyone who requests as such about the to be implemented policy as is described in article 1.48d up until and including 1.57d of the law.
- The holder of a children's centre informs the parents and the staff of the inspection report by placing it on an easily findable place on the website as soon as possible after receipt. Should there be no website available, the holder makes a copy of the inspection report available at an easily accessible place for parents and staff.
- The holder of a children's centre suitably informs the parents of the possibility to bring disputes in front of the Geschillencommissie.
- The holder of a children's centre explicitly informs the parents about the times during which less teachers are deployed than required based on the number of children present, as well as the times during which deviation will not take place in any case and the minimum number of teachers based on the teacher-child ratio is met.

### Parent committee

- The holder of a children's centre has established a regulation parent advisory committee at the latest six months after registration, unless based on article 1.58, second section no parent advisory committee was established.
- Six months after registration, a parent advisory committee has been established which is tasked with advising the holder of a children's centre regarding the subjects in article 1.60 of the Act.

OR

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

#### Complaints and disputes

- The holder of a children's centre arranges a procedure that takes care of the dealing with complaints regarding:
  - A behavioural issue of the holder or a person working for the holder towards a parent or a child;
  - The contract between the holder and the parent.
- The procedure has been recorded in writing and provides the parent to lodge a complaint with the holder of a children's centre in writing and that the holder:
  - Diligently studies the complaint;
  - Informs the parent as much as possible of the progress of the procedure;
  - Resolves the complaint as quickly as possible, taking into account its nature;
  - Resolves the complaint no later than six weeks after it has been filed;
  - Provides the parent with a written and properly argued assessment of the complaint;
  - Includes in the assessment a reasonable timeline during which potential measures shall be realised.
  - The owner of a childcare centre brings the complaints procedure for parents and amendments thereto to the attention of parents in an appropriate manner and acts in accordance with this complaints procedure.
- The holder of a children's centre is attached to the Geschillencommissie Kinderopvang for dealing with:
  - a. Disputes between holder and parent regarding:
    - A behavioural issue of the holder or a person working for the holder towards a parent or a child;
    - The contract between the holder and the parent.
  - b. Disputes between holder and parent advisory committee regarding the implementation and execution of the Wettelijk adviesrecht.

## Data Organisation

### **Opvanggegevens**

Naam voorziening	:	Hestia Waldorf aan de Werf
KvK-vestigingsnummer	:	000046436324
Website	:	<a href="https://hestiakinderopvang.nl/">https://hestiakinderopvang.nl/</a>
Aantal kindplaatsen	:	22
Gesubsidieerde voorschoolse educatie	:	Nee

### **(Child care data)**

(Name organisation)
(Chamber of commerce number)
(Number of child places)
(Subsidised preschool education-No)

### **Gegevens houder**

Naam houder	:	Hestia Regio Amsterdam Noord B.V.
Adres houder	:	Postbus 16
postcode en plaats	:	1120 AA Landsmeer
KvK-nummer	:	34194636

### **(Data holder)**

(Name holder)
(Address holder)
(Postal code and residence)
(Chamber of commerce number)

## Data Supervision

### **Gegevens toezichthouder (GGD)**

Naam GGD	:	GGD Amsterdam Inspectie kinderopvang
Postadres	:	Postbus 2200
Postcode en plaats	:	1000 CE AMSTERDAM
Telefoonnummer	:	020 555 55 75
Onderzoek uitgevoerd door	:	Mw. W. van Gurp, MSc.

### **Data supervisor (GGD)**

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

### **Gegevens opdrachtgever (gemeente)**

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

### **(Data organisation ordering inspection)**

(Name: Municipality Amsterdam)
(Address)
(Postal code and residence)

### **Planning**

Datum inspectiebezoek	:	05-09-2022
Opstellen concept inspectierapport	:	12-10-2022
Zienswijze houder	:	28-10-2022
Vaststellen inspectierapport	:	28-10-2022
Verzenden inspectierapport naar houder en oudercommissie	:	
Verzenden inspectierapport naar gemeente	:	
Openbaar maken inspectierapport	:	

<b>(Planning)</b>
(Date inspection)
(Drafting concept inspection report)
(Point of view of the holder)
(Confirmation inspection report)
(Forwarding inspection report to holder and parent committee)
(Forwarding inspection report to municipality)
(Inspection report made public)

## Point of View of the Holder

*The point of view concerns a response from the holder to the content of the inspection report.*

Point of view of Hestia Waldorf at the Werf BSO  
Annual inspection 05-09-22

On 5 September, the annual inspection took place at Hestia Waldorf aan de Werf (WadW). During the visit, the inspector was present at the location for some time and was able to observe the pedagogical practice. After this, several interviews were held with the location manager and employees at the location.

Hestia, like other childcare organisations and industries, is facing a major shortage of personnel. However, we are doing everything we can to compensate for these shortfalls and to see where the possibility remains open to parents and children while maintaining quality. As a result, it is possible that choices are made that do not fit in with the Wet Kinderopvang and are seen as a violation. Two violations were found during the inspection. Which is advised by the Inspectorate not to enforce. We are happy with this. The violations concerned the use of a BBL'er in accordance with the CAO for childcare and the presence of an adult with a valid first aid certificate.

The employees at the location and the manager experienced the inspection as very pleasant. In the feedback afterwards, the inspector indicated that she had made good observations during the visit. We are pleased with the well-described observations of the inspector. In this description we see the care for children and the pedagogical method that we stand for.

Deployment of a BBL'er in accordance with the CAO for childcare

An employee has been deployed who is obtaining the PW3 diploma through a vocational training pathway (BBL'er). She has been working at Hestia for quite some time and has been assessed to be 100% deployable. In addition, during the holiday period we worked closely with various BSOs, making her a familiar face for the children at the location. As described very nicely in the report, it was decided to deploy this employee. Prior to this decision, a thorough consideration was made as to whether this would be a responsible decision. We are pleased to read that the inspector agrees with our decision and therefore advises not to enforce this violation.

Presence of an adult with a valid first aid certificate

The violation related to the first aid certificates of the employees is nicely described in the report. Here you can read how closely Hestia works with education and intends to train its employees. We are pleased to read that the inspector recognises that it was a force majeure situation and finds the temporary measures taken acceptable. A new assistant team leader is now working at the location and the violation is no longer an issue.

Jillian Pieplenbosch

Location manager

Hestia Waldorf aan de Werf