

Translated Inspection Report

Hestia School of Understanding BSO



Inspectierapport

Hestia School of Understanding (BSO)

Pandora 5
1183 KK Amstelveen

Registratienummer: 337556155

Toezichthouder	: GGD Amsterdam	(Supervisor)
In opdracht van	: Gemeente Amstelveen	(By order of the Municipality of Amsterdam)
Datum inspectie	: 23-11-2022	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Type of inspection: yearly inspection)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 25-01-2023	(Date of confirmation report)

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Inspection

Inspection design

On 23 November 2022, an unannounced annual inspection was carried out pursuant to Article 1.62, paragraph 2 of the Wet Kinderopvang.

This inspection 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 quality requirements that have been examined are listed at the end of the report.

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 assessment.

Reflection

Organisation

Hestia School of Understanding is part of Hestia Amstelveen B.V. This B.V. already has 2 other childcare centres in Amstelveen. The organisation operates a total of 5 childcare centres that are housed in 3 different 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. For the time being, the language of instruction at Hestia School of Understanding will be Dutch. The locations are managed by 3 team leaders who each have 1 or 2 childcare centres (at 1 address) under their care. An external confidential counsellor has been appointed for the staff.

Hestia is a family business. 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. In addition, sleeping outside and treading water (or snow in winter) are specific to the vision of the organisation for the day care centres.

Location

Hestia started managing the afterschool care in August 2021. Afterschool care (hereinafter: afterschool care) Hestia School of Understanding is located in the School of Understanding primary school and has 64 places for children. The primary school has outsourced the organisation of the afterschool care and has been taken over by Hestia.

The afterschool care has 3 base groups: group Paars, group Oranje and Group Terra.

During this annual investigation, 3 violations were found in the pedagogical practice, commitment of pedagogical employees in training and the implementation of the policy Picking up children from school. The holder has lifted the violations by means of a restoration offer.

Advice to the municipality

The supervisor found violations during the investigation. The holder has taken measures to ensure that these violations are no longer committed in the future. The supervisor therefore advises the Board not to impose any measures. The college may impose a fine for certain violations. This depends on the policy of the municipality.

Observations and Findings

Pedagogical climate

Pedagogical policy

A general pedagogical policy plan has been drafted that is applicable to the entire organisation. An additional work plan was created for this location.

Pedagogical practice

The supervisor observed the pedagogical practice during the start of the afterschool care, the meal and the photo opportunity. Based on this, it was assessed that insufficient responsible afterschool care was offered during the inspection visit. On the day of the inspection, 2 pedagogical employees in training (PMIO'ers) and a group assistant are working. During the afternoon, the difference in the quality of pedagogical action between the PMIO students appears to be remarkably large. A few examples of what the supervisor has seen are described below.

There is a photographer at the school and afterschool care to take pictures for the website. Before the children arrive, the professionals set up the group room so that good photos can be taken. Once the children are inside, they are placed at different tables to pose for the photos. The children clearly enjoy it, and the photo opportunity is a fun activity for them. However, a situation like this requires pedagogical skills that the 2 PMIO'ers cannot offer together. Organising the photo moment naturally causes some unrest in the group. It is obvious that the PMIO'ers and the group assistant have not yet worked together sufficiently to deal with the situation. One of the PMIO'ers clearly takes the lead in organising the group photos and placing and helping children. The difference in quality of pedagogical practice is particularly noticeable when she leaves the group to take pictures with a small group of children and the photographer in another room.

It turns out that the other PMIO'er has insufficient skills to work on a large group of children of the afterschool care age. She offers insufficient emotional security due to a lack of structure, setting boundaries and overview of the group. The inspector notes that she is very timid and makes little or no contact with the children. For example, she reacts to a child who cries, but in the meantime does not seem to pick up on the unrest in the group. In addition, she makes irresponsible choices, by leaving the group herself several times to put away cups and plates. This while there is a group assistant to do these kinds of tasks. The group help remains alone behind the group at those times. It is unclear to the children what is expected of them, because the PMIO'er hardly communicates with the entire group. This causes unrest in the group. Meanwhile, the group assistant tries to offer the children structure and boundaries. The PMIO'er only responds to the children standing in front of her and saying something to her. She only interacts with children to ask if they have finished eating and would like another drink. When she gives instructions, the children consistently do not listen to her. The PMIO'er then does not react to this and leaves it that way. In addition, the instructions she gives are directive and lack explanation.

The other PMIO'er does offer the children boundaries and structure when she is in the room. She does not have a loud voice but looks at the children when she makes contact and, for example, puts a hand on the shoulder. She is also sensitive, makes jokes with the children and matches their humour. In this way she knows how to attract the attention of the children. Her way of giving instructions is sensitive and informal. She explains to the children what she expects of them and why.

Restoration offer

The holder was made a restoration offer and has made use of it. In the restoration offer, the holder was asked to draw up a plan of action. The holder sent a working method and an agenda for a meeting to demonstrate how violations will be prevented in the future. It is included in the working method that tasks such as clearing and tidying up are done by the group assistant. It also states that children are never left alone in the group. This working method is not new to the organisation but has been discussed again with the teachers. The agenda of the meeting shows that. In addition, the PMIO's development plans have been tightened in response to the description of the pedagogical practice.

In the opinion of the inspector, the measures taken by the holder must ensure responsible afterschool care and prevent violations in the future. The tighter division of tasks ensures that the employees have more time for the children. Children are also no longer left alone in the group, which ensures more emotional safety. In addition, the location manager, even before the recovery offer, tells in a telephone conversation that one of the PMIO's will no longer be deployed on afterschool care, but only on day care. The response to the recovery offer states that attention has been paid in the development plans to the pedagogical actions of the PMIO's. The inspector emphasises that it is important that the organisation takes a critical look at the deployment of PMIO's and pays attention to the pedagogical quality. The violation has been lifted.

On the basis of this it has been established that the following condition(s) have been met after the restoration offer:

- 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.

(art 1.49 lid 1 lid 2 art 1.50 lid 1 lid 2 sub f Wet kinderopvang; art 11 Besluit kwaliteit kinderopvang.)

Used sources

- Pedagogical policy plan, received on 1 December 2022
- Observation in the groups
- Conversations with the teachers
- Restoration offer response, received on 10 January 2023
- Meeting minutes, received on 10 January 2023

Staff and groups

Police clearance statement and personenregister kinderopvang

The people who work at the afterschool care are registered with their police clearance statements in the Personenregister Kinderopvang (Childcare Persons Register, PRK). Before they start working, these persons are linked to the holder in the PRK. This review is about the staff who worked from 21 to 23 November 2022.

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

On the day of the inspection visit, enough professionals work at the afterschool care.

A random check of the attendance lists of the children and the work schedules of the staff shows that enough teachers worked during this period as well.

At times when fewer teachers are working, there is always another adult in the childcare centre in addition to the professional.

Restoration offer

On the day of the inspection, 2 pedagogical employees in development (PMIO'er) are at work. An employer must draw up a personal development plan within 2 months after the employee has started. This plan includes, among other things, how many hours the employee will be deployed formatively become. Both employees have been employed for less than 2 months and the development plan therefore still needs to be written. However, both employees are deployed formatively. The formative deployment of a PMIO'er is only permitted once a development plan has been written. In addition, in the opinion of the supervisor, 1 PMIO student have insufficient pedagogical skills to be deployed formatively in a large BSO group. This is described in the pedagogical practice.

The holder was made a restoration offer and has made use of it. In the restoration offer, the holder was asked to deploy the PMIO'ers only in accordance with the conditions as included in the CAO. In the response, the holder writes that the PMIO'er was working due to the illness of a permanent professional and that no other substitute worker could be found. Because the PMIO'er knows the children well, the organisation thought it was the best solution. Furthermore, the holder writes that the development plans of the PMIO'ers only need to be drawn up after they have been employed for 2 months and this was not yet the case during the inspection. Meanwhile, the PMIO'ers development plans have been adjusted and tightened. The inspector trusts that attention has been paid in the development plans to the pedagogical quality and appropriate deployment of the PMIO'ers. The violation has been lifted.

On the basis of this it has been established that the following condition(s) have been met after the restoration offer:

- 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.

(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.)

Stability of care for children

The afterschool care has 3 basic groups:

- in group Paars, a maximum of 22 children from 4 to 13 years old are cared for;
- in group Oranje, a maximum of 22 children from 4 to 13 years are cared for;
- Group Terra accommodates a maximum of 20 children from 4 to 13 years old.

Every child has a mentor. The mentor has an annual meeting with parents about the development of their child. 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

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

Used sources

- Personenregister Kinderopvang, checked on 27 December 2022
- Copies of diplomas and certificates of professionals and pedagogical coach/policy officer, received on 1 December 2022
- Pedagogical policy plan, received on 1 December 2022
- Conversations with the professionals
- Attendance lists, period 21 to 23 November 2022, received on 1 December 2022
- Work schedule, period 21 to 23 November 2022, received on 1 December 2022
- (Telephone) conversation with the manager
- Reparation offer response, received on 10 January 2022
- Meeting minutes, received on 10 January 2022

Safety and health

Safety and health policy

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

The policy describes risks with major consequences for the physical safety, social safety, and health of the children. This describes 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 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.

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

The inspector spoke with the teachers during the inspection visit. Attention has also been paid to the actions of the professionals. Attention has been paid to 'pick-up'.

Restoration offer

The children at the afterschool care come from the school where the afterschool care is located and schools that are within walking distance. The employees wait for the children in the schoolyard, to enter when everyone is gathered. While they are doing this, children are already present in the school. These are children from the school in which the afterschool care is located. The children are restless and have no instruction on what to do. It is obvious that the teachers at the school are looking for employees of the afterschool care because they also see that the children are in the school without supervision. This situation lasts about 10 minutes. The safety and health policy of the location states that the children of the school in which the afterschool care is located walk independently to the afterschool care. However, when the children arrive, no employees are present. The location manager indicates in a telephone conversation that this is indeed not the intention and that at least 1 of the employees should have taken care of the children in the school.

The holder was provided with a restoration offer and has made use of it. In the restoration offer, the holder was asked to work in accordance with its own health and safety policy. In the response to the restoration offer, the holder writes that the protocols have been discussed again with the professionals. The minutes of the meeting show this. The agreements with the school have also improved. From now on, children will always be taken to the schoolyard by the teacher, so that no children walk through the school to the afterschool care and are already inside. In addition, a professional will always remain in the afterschool care to be able to take care of children who come through the school anyway. The violation has been lifted.

On the basis of this it has been established that the following condition(s) have been met after the repair offer:

- 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.

(art 1.49 lid 1 art 1.50 lid 1 lid 2 sub a Wet kinderopvang; art 13 lid 1 Besluit kwaliteit kinderopvang.)

Used sources

- Observations
- Conversations with the professionals
- Safety and health policy, received 1 December 2022
- Staff work schedule, 21 to 23 November 2022, received on 1 December 2022
- Restoration offer response, received on 10 January 2022
- Meeting minutes, received on 10 January 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 daily routine in the afterschool care follows the pedagogical policy plan.

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:
 - e. 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;
 - f. 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;
 - g. 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;
 - h. 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;
 - 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.
- 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.

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 core group is determined based on the calculation rules;

- 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 deviating deployment of the amount of professionals, such as meant in article 16, section 4 of the Besluit kwaliteit Kinderopvang, lead to the employment of only one professional at the children's centre, at least one other adult must be present at the children's centre, as a means of support to the professional.

Stability of care for children

- Day 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 a 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.

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 risks that come with running a child care 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 classed as main risks with great consequences regarding safety and health and risk of transgressional 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.

Data Organisation

Opvanggegevens

Naam voorziening	: Hestia School of Understanding	(Childcare data) (Name organisation)
KvK-vestigingsnummer	: 000048422800	(Chamber of commerce number)
Website	: http://www.hestiakinderopvang.nl	(Number of child places)
Aantal kindplaatsen	: 64	(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	: Dhr. S. Sosef	(Inspection performed by)

Gegevens opdrachtgever (gemeente)

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

Planning

Datum inspectiebezoek	: 23-11-2022	(Planning) (Date inspection)
Opstellen concept inspectierapport	: 18-01-2023	(Drafting concept inspection report)
Zienswijze houder	: 25-01-2023	(Point of view of the holder)
Vaststellen inspectierapport	: 25-01-2023	(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 holder did not take the opportunity to submit a point of view.