

Point of View of the Holder

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

On 25 November 2022, our BSO location Hestia Rivierenbuurt received a visit from the inspector, who assessed whether the location meets the requirements set in laws and regulations. We already received the report on 1 February, in which it is established that all the quality requirements examined have been met.

We thought the visit a pleasant experience; the inspector came across as enthusiastic and well-informed. The attitude during the inspection was open and interested. The contact afterwards was also experienced as agreeable. Since the move of one of our other locations, Hestia has been informed that there shall be new inspectors from a subsequent inspection onwards. We thank the old and welcome the new whom we have already had the pleasure of meeting.

We take the feedback on the further development of the children's self-reliance very seriously. It is important to teach children this and during coaching sessions this will be discussed as an extra point of attention.

We thank the inspector for the nice report and the trust and look forward to a pleasant continuation of the cooperation.

Yours sincerely,

Jillian Pieplenbosch
Location manager Hestia Rivierenbuurt

Translated Inspection Report

Hestia Rivierenbuurt BSO



Inspectierapport

Hestia Rivierenbuurt B.V. (BSO)

Uiterwaardenstraat 542
1079 AZ Amsterdam

Registratienummer: 999652552

Toezichtouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 25-11-2022	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Yearly inspection)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 03-02-2023	(Date of confirmation report)

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The Inspection

Inspection design

On 25 November 2022, an unannounced annual inspection was carried out pursuant to Article 1.62, second paragraph 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 the) health and safety policy;
- the requirements for the areas where the reception takes place;
- the requirements for parental rights.

Reflection

Organisation

Afterschool care Hestia Rivierenbuurt is part of Hestia Rivierenbuurt B.V. This B.V. has day care in the same building. The organisation operates a total of 6 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. The locations are managed by 2 location managers who each have 3 childcare centre under their care, some of which are located at 1 address. 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 treading snow in winter) are specific to the vision of the organisation for the day care centres.

Location

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

Advice to the municipality

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

Observations and Findings

Pedagogical climate

Pedagogical policy

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

Pedagogical practice

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

On the day of the inspection, a permanent professional and a substitute worker work at the fterschool care. The substitute draws and does crafts at the table with the children. She has easy and casual contact with the children. She jokes and thus creates a relaxed atmosphere. The professionals tell the children together what the planning of the day is. After free play, it is time to clean up, wash hands and eat. In this way, the professionals offer the children structure and a sense of security. If the professionals ask the children to do something, for example clean up, they also explain to them why. The children are used to this, do it independently and are also encouraged to do so. The professionals provide emotional safety by responding to the children's signals. If a child comes to ask something, the professional ensures that she bends down and talks to the child at eye level. She takes her hands and gives the child a pat on the head. In this way she ensures that the child feels seen.

For the food moment, the children can choose what they want on their cracker. This gives the children room for autonomy. It is noted that the professional spreads all the crackers, also for the older children. Children's independence and autonomy can be stimulated more by letting them do these kinds of tasks themselves. This also applies, for example, to getting plates and pouring water. There is also a calm and relaxed atmosphere at the table. The professional talks about the policy of healthy eating. They always eat crackers, wraps or brown bread. They also have vegetables such as tomato, bell pepper and cucumber. They also sometimes dip those vegetables in the humus. This is a clear policy that the children are used to.

Used sources:

- Pedagogical Policy Plan, received on 2 December 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 police clearance statement 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 review is about the staff who worked from 21 to 25 November 2022.

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 worked from 21 to 25 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 professionals worked during this period as well.

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

Stability of care for the children

The afterschool care has 2 base groups:

- In Orange, a maximum of 17 children aged 4 to 12 are cared for.
- In Purple, a maximum of 20 children aged 4 to 12 are cared for.

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

Used sources:

- Personenregister Kinderopvang, consulted on 27 December 2022.
- Date of employment of professionals, received on 2 December 2022
- Copies of diplomas and certificates of professionals, received on 2 December 2022
- Pedagogical policy plan, received on 2 December 2022
- Conversations with professionals
- Attendance lists, period 21 to 25 November 2022, received on 2 December 2022
- Staff schedule, period 21 to 25 November 2022, received on 2 December 2022

Safety and health

Safety and health policy

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

Reporting code domestic violence and child abuse

During the inspection visit, discussions were held with the professionals. They are familiar with potential signs of domestic violence and child abuse. The professionals also know what to do if there is a suspicion of child abuse or domestic violence.

Used sources:

- Observations
- Conversations with professionals
- Staff schedule, period 21 to 25 November 2022, received on 2 December 2022
- Copies first aid diplomas, received on ... (red.).

Accommodation

Spatial requirements

Indoor play area

At the afterschool care they work with themes. The themes change approximately every 1 to 2 months. Often the themes also have a clear place in the year. During the inspection, the theme is Sinterklaas, for example. Other times, the professionals base the theme on what is on the minds of the children. The professional says that the theme has sometimes been 'superheroes' because the children were interested in that. The penultimate theme was dinosaurs. When setting up the group room and organising activities, they mainly focus on creativity. This is also reflected in the material in the group room. There are many wooden toys that the children can build and stack with. There are also natural materials such as plants and chestnuts. Just like the nursery, the afterschool care uses the piazza. There the children can dress up and do plays.

Used sources:

- Observations

Parental rights

Information

The holder has placed a link on the website to the page of the location in the Landelijk Register Kinderopvang (National Register Childcare, LRK). The inspection reports can be viewed here.

Used sources:

- Website: hestiakinderopvang.nl

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.

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.

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 children that are cared for, provided that:
 - The ratio between the minimum number of teachers to be deployed and the number of present children in the base group is determined based on the calculation rules;
- During the hours that fewer professionals are deployed for a maximum of half an hour a day before and after the daily school time as well as during afternoons off from primary school, or if fewer professionals are deployed in accordance with the pedagogical policy plan, at least half of the required number of professionals is deployed.
- Should the deployment of the minimum number of professionals in proportion to the number of present children in the 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.
- Should the deviating deployment of the number 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

- 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.

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 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 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 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.

Data Organisation

Opvanggegevens

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

(Day care data)

Gegevens houder

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

(Data holder)

Data Supervision

Gegevens toezichthouder (GGD)

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

Gegevens opdrachtgever (gemeente)

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

Planning

Datum inspectiebezoek	:	25-11-2022	(Planning)
Opstellen concept inspectierapport	:	24-01-2023	(Date inspection)
Zienswijze houder	:	03-02-2023	(Drafting concept inspection report)
Vaststellen inspectierapport	:	03-02-2023	(Point of view of the holder)
Verzenden inspectierapport naar houder en oudercommissie	:	03-02-2023	(Confirmation inspection report)
Verzenden inspectierapport naar gemeente	:	03-02-2023	(Forwarding inspection report to holder and parent committee)
Openbaar maken inspectierapport	:		(Forwarding inspection report to municipality)

public)

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Yours sincerely,

Jillian Pieplenbosch
Location manager Hestia Rivierenbuurt