

## Point of View of the Holder

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

### Point of view

On 2 January, our BSO location Hestia Waldorf aan de Werf (WadW) received a visit from the inspector, who assessed whether the new location meets or will meet the requirements set in legislation and regulations. We already received the report on 4 January, in which we are pleased to find a positive advice for this.

We would like to thank the inspectors for the pleasant visit, the hard thinking and working, and the fast process. We experienced the visit as very pleasant, the inspectors came across as enthusiastic and well-informed. The inspectors were new to and for Hestia, but thanks to their preliminary investigation and open mind during the visit, this was not noticeable. The rapid processing of the observations in a report is not only very nice for us, but also for the children, parents and the school where we are moving.

The point about the English-speaking employee will be resolved soon. Hestia will ensure that she takes a language test as soon as possible.

We thank the inspectors for the nice report and the trust, and look forward to the next inspection in 3 months and a pleasant continuation of the cooperation.

Yours sincerely,

Jillian Pieplenbosch  
Location manager Hestia Rivierenbuurt (red.)

# Translated Inspection Report Hestia Waldorf aan de Werf



## Inspectierapport

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

J.H. Hisgenpad 394  
1025 WK Amsterdam

Registratienummer: 312777590

ToeziChthouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
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## The Inspection

### Inspection design

On 2 January 2023, an investigation was carried out after application pursuant to Article 1.62, first paragraph of the Wet Kinderopvang. This study assessed the extent to which the location will reasonably comply with the quality requirements as stated in the legislation and regulations. The investigation consists of a documentary examination and a site visit. The daily practice has not been assessed in this inspection.

### Reflection

#### Organisation

Hestia Waldorf aan de Werf will be part of Hestia Regio Amsterdam Noord B.V. The organisation operates 6 childcare centres that are housed in 3 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 2 location managers. A confidential adviser 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

Like the Waldorf at the Werfschool, the afterschool care intends to move to the new school building of Kindercampus Mokum in Amsterdam Noord from 9 January 2023. The afterschool care will move from Werengouw 83 to J.H. Hisgenpad 394.

Hestia Waldorf aan de Werf will consist of 2 base groups (Oker and Terra) in which a total of a maximum of 22 children will be cared for. In both the Oker group and the Terra group, 11 children between the ages of 4 and 13 can be cared for. The afterschool care will offer bilingual care and there will be 2 permanent professionals working at this location. 1 of them will speak Dutch with the children, the other English. 1 of the professionals also has the position of assistant team leader. The location manager is a pedagogical coach for the organisation and can be deployed as a professional. In addition to the professionals and the location manager, 3 group assistants are also part of the team.

There is already another primary school in the school building of Kindercampus Mokum and childcare is provided by another childcare organisation. Eventually, De Waldorf aan de Werfschool and afterschool care Hestia Waldorf aan de Werf will move to a building in the Klaprozenbuurt in Amsterdam North. This area is currently under construction.

#### Advice to the municipality

This inspection has shown that the quality requirement for multilingual afterschool care has not yet been met. The holder has demonstrated during the inspection that it will reasonably comply with the quality requirements set for the exploitation in the Wet Kinderopvang. The supervisor advises - provided that other laws and regulations are complied with - to allow the operation of the facility and to include it in the Landelijk Register Kinderopvang.

The location is not yet included in the Trade Register (*Handelsregister*). For this reason, the supervisor cannot assess whether the location will be operated in accordance with the information provided with the application.

The holder must immediately report the allocation of the location number to the municipality with a request to change the register. If it appears from the entry in the Trade Register that the data are different from those requested, this may have consequences for the assessment of the supervisor.

## Observations and Findings

Registration, changes, administration, cooperation and compliance, measures for A-diseases and parent participation care

### Registration

The holder only opens the childcare centre after permission has been given by the Board. If an investigation shows that the childcare will take place in accordance with the rules, the holder will receive this permission.

### Administration

Childcare will only take place based on a written agreement between the holder of the childcare centre and the parent.

### Used sources:

- Application form, dated 16 December 2022
- Interview with the location manager and cooperative assistant team leader on 2 January 2023

## 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 organisation's vision is ('The Hestia Way') and what the organisation believes pedagogical practice should look like. 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 notice particularities in the child's development or problems and that parents are then, if necessary, referred to suitable organizations that can help further. Every child will have 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.

The working method, maximum size, and age structure of the base groups are described in the pedagogical policy plan. It is also 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 afterschool care is multilingual. The pedagogical policy plan clearly describes the agreements for multilingual childcare and how these are implemented in practice.

### *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. During the visit, the location manager gives examples of what the coaching looked like at the current location. The annual inspection at the current location of Hestia Waldorf aan de Werf on 5 September 2022 also shows that the policy is being sufficiently implemented.

### Used sources:

- Pedagogical Policy Plan Hestia Childcare version July 2021, already in possession of GGD
- Pedagogical work plan Hestia Waldorf aan de Werf version December 2022, received on 28 December 2022
- Code of conduct bilingualism Hestia Childcare version February 2018, already in possession of GGD
- Report annual research Hestia Waldorf aan de Werf dated 5 September 2022
- Inspection checklist, request information, received 28 December 2022
- Conversation with location manager and cooperating assistant team leader on 2 January 2023

## Staff and groups

### Police clearance statement and personenregister kinderopvang

The holder (Hestia Regio Amsterdam Noord B.V.) has a valid police clearance statement. The driver, the location manager, the 2 professionals and the 3 group assistants are registered and linked in the personenregister kinderopvang (Childcare Persons Register, hereinafter: PRK).

The organisation has a policy whereby employees only start work after they have been registered and linked to the PRK.

### Educational requirements

The persons who will work at the afterschool care have a suitable diploma as stated in the Collective Labour Agreement (CAO) for Childcare. This assessment is about the location manager and 2 professionals (including the assistant team leader).

At the afterschool care, 1 professional will speak English. The location manager declares that this professional will take an exam that will show whether she has the correct level of English. Given the background of the professional, she will reasonably achieve this. This condition will be reassessed in the first annual inspection.

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

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

In each base group (Terra and Oker), 11 children aged 4 to 12 will be cared for by 1 professional when fully occupied. On Wednesdays and Fridays, all children are cared for in group Terra. There are 2 permanent professionals available: 1 professional works on Terra from Monday to Friday and 1 professional works on Monday, Tuesday, and Thursday on Oker. In the event of illness, vacation or leave, a solution will be sought internally, or a (permanent) temporary worker will be deployed. The location manager can also be deployed as a professional. There will be enough professionals available based on the number and ages of the children to be cared for.

Afterschool care starts when school is out, Monday to Friday at 14.00hr. On school days, the professionals will open and close together, working from 13.30 until 18.30hr. On school-free days, afterschool care is open from 8.30 to 18.30hr. The professionals then both take a break between 13.00 and 15.00hr.

The pedagogical work plan states that it is possible to deviate from the teacher-child ratio from 18.00 to 18.30 hr on school days. On school-free days, this can be done between 8.40 and 9.30hr, between 13.00 and 15.00hr and between 17.30 and 17.45hr. It has also been described that the professional does not leave the building during the break, so that another adult is present if the teacher-child ratio is deviated from with only 1 professional present. At times when it is possible to deviate from the teacher-child ratio, at least half of the required number of professionals will be deployed.

A back-up arrangement has been set up for times when 1 professional is present at the location and/or there is a calamity. Employees at the head office and the 2 location managers of the organisation have been appointed as back-ups. At least 1 of them can be present within 15 minutes. The safety and health policy lists the names and contact details of these persons.

At Hestia Waldorf aan de Werf, no professionals in training or trainees will be deployed for the time being.



#### Stability of care for the children

The afterschool care has 2 base groups:

- In Oranje, a maximum of 17 children aged 4 to 12 are cared for.
- In Paars, 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

At the afterschool care, the teachers will speak Dutch and English with the children. Both professionals will work on Monday, Tuesday, and Thursday, of which 1 will speak Dutch and 1 English. For the time being, 1 group is open on Wednesdays and Fridays and only the Dutch-speaking professional will work.

#### Used sources:

- Childcare register of persons, checked on 2 January 2023
- Copies of diplomas and certificates of professionals and pedagogical coach/policy officer, already in possession of the GGD and received on 28 December 2022 and 3 January 2023
- Pedagogical Policy Plan Hestia Childcare version July 2021, already in possession of GGD
- Pedagogical work plan Hestia Waldorf aan de Werf version December 2022, received on 28 December 2022
- Report annual research Hestia Waldorf aan de Werf dated 5 September 2022
- Safety and Health Policy Hestia Waldorf aan de Werf version December 2022, received with application.
- Inspection checklist, request information, received 28 December 2022
- Conversation with location manager and cooperating assistant team leader on 2 January 2023
- Email exchange location manager dated 3 January 2023
- Phone conversation with location manager on 3 January 2023

## Safety and health

### Safety and health policy

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

The policy contains concrete descriptions of the risks involved in the care of children, which in any case discuss the main risks with major consequences for safety, health, and transgressive behaviour. Measures to limit these risks and if the risks occur are described in the policy or reference is made to additional work agreements, protocols, or house rules. It also describes how children are taught to deal with risks of which the consequences are small.

The policy cycle, how the back-up is implemented and the way in which the health and safety policy is transparent, have been laid down in sufficiently concrete terms. Employees can view the policy documents via the digital portal Speakap. Parents can request the policy from the location manager.

Before the inspection visit on 2 January 2023, the location manager and assistant team leader have already carried out an initial risk assessment. As a result, location-specific work agreements have been drawn up, such as about picking up children from school, playing outside, walking on the stairs and the (low) windows in the group rooms. The location manager declares that, in addition to the permanent professionals, she is available to identify any risks and adjust during the first days that the afterschool care is open.

### First Aid

In the annual inspection at the current location of Hestia Waldorf aan de Werf on 5 September 2022, it was assessed that no first aider was present on 1 day. The permanent professional who will work at the afterschool care from Monday to Friday has a valid first aid certificate and will do a refresher course on 7 January 2023. The location manager declares that, according to policy, the 2nd employee will receive first aid training within a year. The condition regarding first aid will reasonably be met.

### Execution safety- and health policy

The holder will ensure that the policy is implemented. An annual plan has been drawn up showing which topics are central during the monthly consultations. In addition, the annual inspection at the current location of Hestia Waldorf aan de Werf on 5 September 2022 determined that the policy is being implemented sufficiently.

### Reporting code domestic violence and child abuse

The reporting code is based on the model drawn up by the Brancheorganisatie Kinderopvang. In the annual survey at the current location of Hestia Waldorf aan de Werf on 5 September 2022, it was assessed that the established reporting code meets the quality requirements. The reporting code has not changed since then. That inspection also assessed whether the professionals have knowledge of (the use of) the reporting code. The reporting code is included as a subject in the annual planning.

### Used sources:

- Report annual research Hestia Waldorf aan de Werf dated 5 September 2022
- Safety and Health Policy Hestia Waldorf aan de Werf version December 2022, received with application.
- Addition on safety and health policy, received on 3 January 2023
- Inspection checklist, information request, received 28 December 2022
- Conversation with location manager and cooperating assistant team leader on 2 January 2023

## Accommodation

### Spatial requirements

#### *Indoor play area*

The afterschool care uses the following areas:

- room 2.10 on the floor plan has an area of 58.6 m<sup>2</sup>.
- room 2.11 on the floor plan has an area of 58.5 m<sup>2</sup>.

According to the map, a total of 117.1 m<sup>2</sup> is available for afterschool care. This is more than enough for the requested care of 22 children.

The design of the group rooms will suit the number of children that are cared for and the age and developmental level of the children. It concerns a move of the existing afterschool care Hestia Waldorf aan de Werf. All furniture and play equipment will be moved to the new location. One of the rooms will be used by the school as a classroom during school hours. The other room will only be used by the afterschool care. In the weekend of 6 January 2023, the afterschool care will move with the help of a moving company. A layout plan has been sent showing how the rooms will be arranged. The spaces will be furnished according to Hestia's vision and furnishing policy.

#### *Outdoor play area*

The afterschool care uses an adjacent, recently completed playground. The area of this is visibly large enough for the care of 22 children. The childcare organisation located in the same school building will use another adjoining outdoor space. The outdoor area has a natural look because of the materials used, such as tree trunks. There is, among other things, a large climbing frame and a seesaw. There is also a tiled area where children can run and cycle. The afterschool care will also move the outdoor equipment from the current location.

#### Used sources:

- Observations during visit
- Environmental permit, dated 21 June 2022, 6631147, received 28 December 2022
- User Agreement Jan Hisgenpad 394, received 28 December 2022
- Map (November 23, 2022)117.1 belonging to environmental permit dated 21 June 2022, 6631147, drawing number OV-03, received 28 December 2022
- Email exchange location manager and primary school director dated 2 January 2023
- Inspection checklist, request information, received 28 December 2022
- Development plan Hestia Waldorf aan de Werf of 27 December 2022, received 28 December 2022
- Conversation with location manager and cooperating assistant team leader on 2 January 2023

## Parental rights

### Information

The holder will inform the parents about all required subjects by means of newsletters (both organisation-wide and location-specific), the parent portal, the website ([www.hestiakinderopvang.nl](http://www.hestiakinderopvang.nl)) and the policy.

The possibility of submitting disputes to the Geschillencommissie is brought to the attention of parents via the website and the pedagogical policy plan. The pedagogical work plan, which can be requested by parents, states when fewer professionals are working than required.

### 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. This was assessed in the annual inspection at the current location of Hestia Waldorf aan de Werf on 5 September 2022. The scheme has not changed since then.

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.

### Used sources:

- Report annual research Hestia Waldorf aan de Werf dated 5 September 2022
- Pedagogical work plan Hestia Waldorf aan de Werf version December 2022, received 28 December 2022
- Website: <https://hestiakinderopvang.nl/>, viewed on 3 January 2023
- Inspection checklist, information request, received 28 December 2022
- Interview with location manager and cooperating assistant team leader on 2 January 2023

## Inspection Items

### Registration, changes, administration, cooperation and compliance, measures for A-diseases and parent participation care

#### Registration

- A childcare centre will not be taken into operation until an inspection has taken place, which shows that the operation will reasonably take place in accordance with the applicable rules.

#### Administration

- Childcare takes place on the basis of a written agreement between the holder of a childcare centre and the parent.

## 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 work method, maximum size and age composition of the base groups.
- The pedagogical policy plan contains at the very least a concrete description of the manner in which children are allowed to be familiarised with a new base group.
- 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.
- The pedagogical policy plan contains, if relevant, a concrete description of the manner in which multilingual afterschool care is applied in the children's centre.

## 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 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 base 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 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 holder or intended holder of a childcare centre puts the safety and health policy down in writing and provides this with the application for operation. The holder evaluates and, if necessary, updates the safety and health policy within three months after the opening of the childcare centre. Thereafter, the holder keeps the safety and health policy up to date.
- 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 nevertheless occur.
- 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.
- Every base group has access to a separate permanent base group space. A children's centre has access to at least 3,5 m<sup>2</sup> inside play space per child present in the children's centre.



- A children's centre has access to at least 3 m<sup>2</sup> outdoor play space per child present in the children's centre. The outdoor play preferably borders the building in which the children's centre is located. If an outdoor play area is not adjacent, it must be located in the immediate vicinity of the childcare centre and accessible and safely accessible to children.

## 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 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.

### Klachten en geschillen

- 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

### (Childcare 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. C. Beversen

### 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	:	02-01-2023
Opstellen concept inspectierapport	:	04-01-2023
Zienswijze houder	:	04-01-2023
Vaststellen inspectierapport	:	04-01-2023
Verzenden inspectierapport naar houder en oudercommissie	:	04-01-2023
Verzenden inspectierapport naar gemeente	:	04-01-2023
Openbaar maken inspectierapport	:	

### (Planning)

(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 consists of a response from the holder to the content of the inspection report.*

### Point of view

On 2 January, our BSO location Hestia Waldorf aan de Werf (WadW) received a visit from the inspector, who assessed whether the new location meets or will meet the requirements set in legislation and regulations. We already received the report on 4 January, in which we are pleased to find a positive advice for this.

We would like to thank the inspectors for the pleasant visit, the hard thinking and working, and the fast process. We experienced the visit as very pleasant, the inspectors came across as enthusiastic and well-informed. The inspectors were new to and for Hestia, but thanks to their preliminary investigation and open mind during the visit, this was not noticeable. The rapid processing of the observations in a report is not only very nice for us, but also for the children, parents and the school where we are moving.

The point about the English-speaking employee will be resolved soon. Hestia will ensure that she takes a language test as soon as possible.

We thank the inspectors for the nice report and the trust, and look forward to the next inspection in 3 months and a pleasant continuation of the cooperation.

Yours sincerely,

Jillian Pieplenbosch  
Location manager Hestia Rivierenbuurt (red.)