

Point of View of the Holder

This point of view contains a response from the holder to the content of the inspection report.

On 6 February 2023, our KDV location Hestia Rivierenbuurt received a visit from the inspectorate, which assessed whether the location meets the requirements set in laws and regulations. On 16 March we already received the report, which states that all the quality requirements that have been examined are met.

We experienced the visit as pleasant, the inspector came across as enthusiastic and well-informed. The attitude during the inspection was open, interested and reassuring. The contact afterwards was also experienced as pleasant. Since the move from another location, Hestia has been informed that there would be new inspectors from a subsequent inspection. We welcomed the new inspector during this inspection and we thank her for her open mind and interest in the Hestia working method.

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

Jillian Pieplenbosch
Location manager
Hestia Rivierenbuurt

Translated Inspection Report

Hestia Rivierenbuurt KDV



Inspectierapport

Hestia Rivierenbuurt B.V. (KDV)

Uiterwaardenstraat 542
1079 AZ Amsterdam

Registratienummer: 128536111

Toezichtouder	: GGD Amsterdam	Supervisor)
In opdracht van	: Gemeente Amsterdam	(By order of the Municipality of Amsterdam)
Datum inspectie	: 06-02-2023	(Date of inspection)
Type onderzoek	: Jaarlijks onderzoek	(Yearly inspection)
Status	: definitief	(Status = Definite)
Datum vaststellen inspectierapport	: 23-03-2023	(Date of confirmation report)

TABLE OF CONTENTS

THE INSPECTION	3
INSPECTION DESIGN	3
REFLECTION	3
OBSERVATIONS AND FINDINGS	5
PEDAGOGICAL CLIMATE	5
STAFF AND GROUPS	7
SAFETY AND HEALTH	8
INSPECTION ITEMS	9
PEDAGOGICAL CLIMATE	9
STAFF AND GROUPS	9
SAFETY AND HEALTH	10
DATA ORGANISATION	12
DATA SUPERVISION	12
POINT OF VIEW OF THE HOLDER	13

The Inspection

Inspection design

On 6 February 2023, an unannounced annual inspection was carried out pursuant to Article 1.62, second paragraph of the Wet Kinderopvang (*Childcare Act*).

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 assessed them in the investigation.

Reflection

Organisation

Day care centre Hestia Rivierenbuurt is part of Hestia Rivierenbuurt B.V. This B.V. has another afterschool care in the same building. The organisation operates a total of 6 childcare centres which are housed in 3 different B.V.s.

The managing director bears final responsibility for the execution of the policy; she is also director and sole shareholder of the umbrella company Hestia Holding B.V. Previously, 2 location managers were responsible for operational management and the day-to-day operations at the locations. Since January 2023, the organisational structure has changed. The 2 former location managers have transferred tasks to 1 newly appointed location manager. In addition, since the change, all locations are managed by 1 or 2 assistant managers who are responsible for the day-to-day management of the branches. One of the former location managers is the pedagogical policy officer/coach of the entire organisation. She is supported by a 2nd policy officer. 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 setting up the locations and drawing up the pedagogical policy, and that the communication method of Thomas Gordon is used.

Dutch and English are spoken at all Hestia locations, working on the basis of the method: 'one-person-one language'. Each day, the group offers a minimum of 50% Dutch language and a minimum of 30% English language.

Location

Day care centre Hestia Rivierenbuurt B.V. is, together with the afterschool care of the same name, located in a building in the Rivierenbuurt. The day care centre consists of three core groups. Group 'Yellow' is for children aged 0-2 years, group 'Green' is for children aged 0-4 and group 'Blue' is for children aged 1,5 - 4 years. Each core group has its own group room, but the common areas in the day care centre are also frequently used, such as a library, an atelier, and a large and small 'piazza'. Hot meals are served daily in one of the piazzas.

Advice to the municipality

All examined quality requirements are met. The supervisor advises to accept this 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.

Every child has a mentor. The parents and the child will be told who the child's mentor is during the intake. The mentor supervises the transition to the next group, is the point of contact for parents in case of specifics and conducts periodic discussions with the parents.

The working method, maximum size and age structure of the core groups are described in the pedagogical policy plan.

Before the introduction period, there is an intake with parents and 4 introduction moments are scheduled, during which a child is present for an increasing amount of time and therefore experiences more activities, such as eating fruit, lunch and sleeping. The parent is present at the first introduction moment. If the adjustment needs more time, the professional will discuss this with the parent.

When internally moving on to the next group, this is discussed with the parent and the professionals of the groups coordinate the introduction moments.

Working according to the pedagogical policy

The holder ensures that the professionals work according to the pedagogical policy plan. This is done through the onboarding, through coaching, training and during team meetings.

New personnel receive a personal document for onboarding. The document contains important contact details and for the 5 onboarding days it is written out what the working hours are, what the daily rhythm looks like and what is expected of the new professional in the form of an assignment. An example of an assignment is organising an activity for the children or completing a child observation. During the training days, the new professional reads the policy and dates are scheduled for an evaluation interview with the location manager, and a team meeting.

Pedagogical practice

The supervisor observed the pedagogical practice during free play and the meal. Based on this, it was assessed that the professionals offer responsible day care during the inspection visit.

A few examples of what the supervisor has seen are described below.

In the baby group, the professional starts with changing all the children. The professional allows older children to climb onto the changing furniture via a ladder, which stimulates independence and motor development. During diaper changing, the professional describes her actions and there is interaction between the professional and the child. After changing, the professional sits on the floor, because 2 children are sad. The professional talks to the children to put them at ease, takes toys and encourages the children to return to play. Describing her actions and sitting with the children helps provide emotional security.

The professional takes yellow mats and puts them in a circle on the floor. All children sit on a mat and sing a good morning song together. The professionals stimulate contact between the children by encouraging them to say the first name of the person sitting next to them; the name of the baby who sleeps in an outside bed is also asked of a child. In this way, social interaction is stimulated.

English songs are sung and when the Dutch-speaking professional arrives, they also sing several Dutch songs. Some children can already sing along a bit and all children clap along when that is initiated. Offering this activity daily provides emotional security.

In the piazza, the children of group 'Green' and 'Blue' eat fruit together. They sing songs in English and Dutch, and the professionals are spread around the room with the children at the table. They support the children by offering fruit and water, encourage children to eat or drink something and compliment when children have eaten everything. When children are ready, they close the moment together by singing a song. It is clear that the children know that they have to pull up their chairs and then they put on coats and shoes to play outside. Rituals provide structure, which contributes to emotional safety. When putting on coats and shoes, the professionals encourage independence and compliment children if they have managed to put something on themselves.

Used sources:

- Pedagogical Policy Plan, already in the possession of the GGD
- Observations in the groups on 6 February 2023
- Conversations with the professionals on 6 February 2023
- Copies of diplomas and certificates of professionals, received on 10 February 2023
- Placement lists, period 24 January to 6 February 2023, received on 10 February 2023
- Attendance lists, period 24 January to 6 February 2023, received on 10 February 2023
- Work schedule, period 24 January to 6 February 2023, received on 10 February 2023.

Staff and groups

Police clearance statement and personenregister kinderopvang

The persons who work at the day care centre are registered with their statement of behaviour in the Personenregister Kinderopvang (*Childcare Persons Register, PRK*). Before they start working, these persons are linked to the holder in the PRK. This assessment concerns 1 professional who started working at the day care centre after the last annual inspection of 25 August 2022 and 8 substitute and temporary workers who worked in the period from 24 January to 6 February 2023.

Educational requirements

The persons who work at the day care centre have an appropriate diploma as stated in the Collective Labour Agreement (CAO) for Child Care. This assessment concerns 1 professional who started working at the day care centre after the last annual inspection of 25 August 2022 and substitute and temporary workers who worked in the period from 24 January to 6 February 2023.

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 are working at the day care centre. In the Yellow group, 8 children are taken care of by 2 professionals. In Group Green, 13 children are cared for by 3 professionals. In the Blue group, 11 children are cared for by 2 professionals. This number of professionals is in line with the number of children being cared for and their age.

A sample of the attendance lists of the children and the work schedules of the staff from 24 January to 6 February 2023 shows that enough professionals have also worked during this period.

Stability of care for the children

The children's centre consists of three core groups:

- The Yellow baby group in which a maximum of 12 children aged 0 to 2 years are cared for.
- The vertical Green group in which a maximum of 16 children aged 1,5 to 4 are cared for.
- The Blue toddler group in which a maximum of 16 children aged 0 to 4 are cared for.

Children up to the age of 1 have a maximum of 2 permanent professionals (fixed faces), of whom at least 1 works on the days that the child is taken care of. Children from the age of 1 have a maximum of 3 permanent professionals (fixed faces), of whom at least 1 works on the days that the child is taken care of. This is demonstrated by a sample of the staff schedule and attendance lists.

Every child has a mentor. The mentor does the intake with the parents of a new child and guides the transition to the next group. In addition, mentor is also the point of contact for parents when they have questions about how their child is doing. The mentor has an annual meeting with parents about the development of their child.

Used sources:

- Personenregister Kinderopvang, consulted on 1 March 2023
- Date of employment of professionals, received on 10 February 2023
- Copies of diplomas and certificates of professionals and substitute teachers, received on 10 February 2023
- Pedagogical policy plan, already in the possession of the GGD
- Conversations with teachers on 6 February 2023
- Placement lists, period 24 January until 6 February 2023, received on 10 February 2023
- Attendance lists, period 24 January until 6 February 2023, received on 10 February 2023
- Staff schedule, period 24 January until 6 February 2023, received on 10 February 2023

Safety and health

Safety and health policy

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

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 day care centre. This is evident from a sample of the work schedules of the staff and (an overview of) the first aid certificates.

Used sources:

- Observations on the groups on 6 February 2023
- Conversations with professionals on 6 February 2023
- Safety and Health Policy, already in the possession of the GGD
- Protocol onboarding, received on 10 February 2023
- Staff work schedule, period 24 January until 6 February 2023, received on 10 February 2023
- Copies of first aid diplomas, received on 10 February 2023

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 day care work according to the pedagogical policy plan.
- The pedagogical policy plan contains at the very least a concrete description of the way the mentor discusses on a periodical basis the collected information regarding the child's development with the parents and the way 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 core groups.
- The pedagogical policy plan contains at the very least a concrete description of the way children are allowed to get used to a new core group in which they shall be cared for.

Pedagogical practice

- With regards to offering responsible day care, the holder of a children's centre is responsible for ensuring that, taking into account the developmental phase in which the children find themselves:
 - a. Children are approached in a sensitive and responsive manner, respect for the autonomy of the children is shown, limits are placed on, and structure is offered for their behaviour, in order for children to feel emotionally safe and secure.
 - b. Children are challenged in a playful manner to develop their motor, cognitive, lingual, and creative skills, in order for the children to be able to function in an increasingly independent manner in a continually changing environment.
 - c. Children are guided in their interactions, during which they are taught social knowledge and skills in a playful manner, 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.

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 core group is determined based on the calculation rules.
 - if a core group is combined with a base group, the ratio between the minimum number of professionals to be deployed and the number of children present in the combined group is determined based on the calculation rules.

Stability of care for children

- Day care takes place in core groups. A child is assigned to one core group. The maximum group size is determined based on table 1 in annex 1, component a of the Besluit kwaliteit kinderopvang.
In case a core group is combined with a base group, the maximum size of the core group is determined based on annex 1, element c of the Besluit kwaliteit kinderopvang.
- A child in the age up to one year is assigned a maximum of two permanent professionals, of whom at least one is working in the core group of the child each day. Should there be three or more professionals working at the same time due to the size of the core group, a maximum of three permanent professionals shall be assigned to a child up to the age of one.
- A child of the age of one year or older is assigned a maximum of three permanent professionals, of whom at least one is working in the core group of the child each day. Should there be three or more professionals working at the same time due to the size of the core group, a maximum of four permanent professionals shall be assigned to a child of one year or older.
- 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.

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, 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.

Data Organisation

Opvanggegevens

Naam voorziening	: Hestia Rivierenbuurt B.V.	(Name organisation)
KvK-vestigingsnummer	: 000020595603	(Chamber of commerce number)
Website	: http://www.hestiakinderopvang.nl	
Aantal kindplaatsen	: 60	(Number of child places)
Gesubsidieerde voorschoolse educatie	: Nee	(Subsidised preschool education-No)

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 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	:	(Inspection performed by)

Gegevens opdrachtgever (gemeente)

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

Planning

Datum inspectiebezoek	: 06-02-2023	(Planning) (Date inspection)
Opstellen concept inspectierapport	: 13-03-2023	(Drafting concept inspection report)
Zienswijze houder	: 22-03-2023	(Point of view of the holder)
Vaststellen inspectierapport	: 23-03-2023	(Confirmation inspection report)
Verzenden inspectierapport naar houder en oudercommissie	: 24-03-2023	(Forwarding inspection report to holder and parent committee)
Verzenden inspectierapport naar gemeente	: 24-03-2023	(Forwarding inspection report to municipality)
Openbaar maken inspectierapport	:	(Inspection report made public)

Point of View of the Holder

This point of view contains a response from the holder to the content of the inspection report.

On 6 February 2023, our KDV location Hestia Rivierenbuurt received a visit from the inspectorate, which assessed whether the location meets the requirements set in laws and regulations. On 16 March we already received the report, which states that all the quality requirements that have been examined are met.

We experienced the visit as pleasant, the inspector came across as enthusiastic and well-informed. The attitude during the inspection was open, interested and reassuring. The contact afterwards was also experienced as pleasant. Since the move from another location, Hestia has been informed that there would be new inspectors from a subsequent inspection. We welcomed the new inspector during this inspection and we thank her for her open mind and interest in the Hestia working method.

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

Jillian Pieplenbosch
Location manager
Hestia Rivierenbuurt