

# Translated Inspection Report

## Hestia Amstelveen BSO



### Inspectierapport

#### **Hestia Amstelveen B.V. (BSO)**

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<b>In opdracht van</b>	<b>: Gemeente Amstelveen</b>	(By order of the Municipality of Amsterdam)
<b>Datum inspectie</b>	<b>: 23-02-2023</b>	(Date of inspection)
<b>Type onderzoek</b>	<b>: Jaarlijks onderzoek</b>	(Type of inspection: yearly inspection)
<b>Status</b>	<b>: definitief</b>	(Status = Definite)
<b>Datum vaststellen inspectierapport</b>	<b>: 21-04-2023</b>	(Date of confirmation report)

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## Inspection

### Inspection design

On 23 February 2023, an unannounced annual inspection was carried out pursuant to Article 1.62, paragraph 2 of the Wet Kinderopvang (Child Care 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 requirements for parental rights.

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

Afterschool care (bso) Hestia Amstelveen is part of Hestia Amstelveen B.V. This B.V. has a day care centre in the same building and another afterschool care elsewhere in Amstelveen. 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 Hestia Holding B.V. Until January 2023, 2 location managers were responsible for operational management and the day-to-day affairs at the locations. The organisational structure has since changed. The 2 location managers (hereinafter: location manager) have transferred tasks to 1 newly appointed location manager. Since the change, all locations are managed by 1 or 2 assistant managers (professionals) who are responsible for the day-to-day management of the centres. 1 former location manager has become the pedagogical policy officer/coach of the entire organisation. She is supported by a 2nd policy officer. An external confidential adviser has been appointed for the staff.

Hestia is a family business. It can be seen that the organisation is inspired by Reggio Emilia, among others, when designing the locations and drawing up the pedagogical policy. Thomas Gordon's method is used for communication. Dutch and English are spoken at all Hestia locations and the 'one-person-one-language' method is used.

### Location

The location consists of 2 base groups (Terra 1 and Terra 2). A total of 30 children between the ages of 4 and 12 are cared for. The team consists of 2 professionals (including the assistant manager) and 2 pedagogical employees in training (PMIO'ers). (Permanent) substitutes are also deployed. Usually 1 professional who speaks English and 1 who speaks Dutch with the children is scheduled daily.

The location has a history with several enforcement processes. Violations are found in (almost) every annual investigation. In the follow-up additional investigations, some of the violations were found to have been rectified, but some violations were found again.

### Inspection

Violations were also detected in this annual inspection. The violation with regard to the hours calculation and determination of the pedagogical policy officer coach has ended after a restitution offer. Because only PMIO'ers worked on 4 days in the period under inspection and no qualified professionals were deployed, violations of the teacher-child ratio and the deployment of training professionals in accordance with the collective labour agreement (CAO) were also found. This is a repeated violation and has also been found in other investigations at the organisation.

The location manager says that the PMIO'ers will most likely be qualified in the short term and that the deployment of only PMIO'ers at the afterschool care is due to staff shortages and illness of professionals at the day care centre. But it has been seen that the violations are structural on fixed days of the week. A PMIO'er is also designated as a mentor, this is not allowed because she is not yet a (qualified) professional.

### Advice to the municipality

The supervisor found violations during the inspection. The holder has taken measures with regard to the hours calculation and time determination of the pedagogical policy officer/coach to ensure that this violation is 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.

Violations of mentorship, the teacher-child ratio and the use of training professionals in accordance with the CAO were also observed. The supervisor advises the Municipal Executive to enforce these violations in accordance with the policy of the municipality, but to take the circumstances into account in the assessment.

## Observations and Findings

### Pedagogical climate

#### Pedagogical policy

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

The general policy describes in detail what the vision of the organisation is ('The Hestia Way') and what the pedagogical practice should look like according to the organisation. At Hestia, the pedagogical approach Reggio Emilia is often used 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 also included in the description of what the organisation believes the pedagogical practice should look like.

Specific information for this location is included in the pedagogical work plan. For example, it is described that for Hestia, space is the 3rd pedagogue. The spaces are made 'Hestia' through a selected range of toys that are beautifully displayed, in corners, vistas and through tranquility with 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 organisations that can help further.

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

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 on the basis of 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 what the agreements are 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. The assessment of the pedagogical practice shows that the policy is sufficiently implemented.

#### Pedagogical practice

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

On the day of the inspection visit, a child leaves the afterschool care because she is moving. The professionals make sure that the other children understand that the child is for the last time because it is going to live somewhere else.

The teachers and children tell the child that they will miss her. On the day of the farewell, the children go to the atelier and make something for the child to take home. Day care professionals are also involved in saying goodbye to the child at the after-school care. They show interest and ask questions to the child. During the joint farewell in the piazza, the child hands out something to all children (including children from day care) and she is the centre of attention. The child clearly likes this. The atmosphere in the after-school care and during meals in the piazza is relaxed. Staff are cheerful and, despite the fact that most of them are there for a short period of time, show the children that they are involved. The observations show that they know the children. This contributes to the emotional safety of the children.

While the last children are picked up from school, the children already present play freely in the group room. Children can choose what they want to play with. If a girl finds it difficult to choose whether another child is allowed to play with her (toys), the professional tells her that the child can decide for herself. The teacher looks at how the child solves it and does not take over the choice from the child. In this way, the teacher stimulates the self-reliance and social skills of the child and promotes autonomy. The children can also choose what they make for the farewell while crafting in the atelier.

While picking up a child from school, the group assistant accompanies the child crossing the street. Together they check if they can cross safely. The group assistant also lets the child fasten his seatbelt himself and compliments him when he succeeds in doing so. The group assistant tells the child that the supervisor has come along today and introduces the supervisor to the child. This way the child knows why there is someone else in the car. The group assistant is professional, sets a good example and is predictable. This contributes to emotional safety and in this way norms and values are transferred.

#### Used sources

- Pedagogical Policy Plan Hestia Kinderopvang version July 2021, already in possession of GGD
- Pedagogical work plan Hestia Amstelland BSO version October 2022, received on 9 March 2023
- Observation in the groups during inspection visits
- Conversations with teachers, group assistants, assistant supervisors and location managers during inspection visits

## Staff and groups

### Police clearance statement and personenregister kinderopvang

The people who work at the afterschool care are registered with their statement of behaviour in the Personenregister kinderopvang (Childcare Persons Register, PRK). Before they start working, these persons are linked to the holder in the PRK. This assessment concerns the teacher, the PMIO'er and the new location manager who came to work at the afterschool care after the annual inspection of 11 April 2022 and the substitute worker who worked during the period under inspection.

### Educational requirements

The people who work at the afterschool care have a suitable diploma as stated in CAO for Childcare. This assessment concerns the teacher who came to work at the afterschool care after the annual inspection of 11 April 2022 and the substitute worker who worked during the period under 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

On the day of the inspection visit, enough professionals work at the afterschool care. In group Terra 1, 9 children are cared for by 1 teacher (PMIO'er). In group Terra 2, 3 children are taken care of by 1 teacher. This number of professionals is in line with the number of children being cared for and their age.

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

### *Teacher-child ratio through deployment of teachers in training*

A sample of the attendance lists of the children and the work schedules of the staff shows that not enough teachers have worked at 4 moments in the period from 9 to 23 February 2023. The deviation from the teacher-child ratio during holidays and study days has not been investigated in this inspection.

At the time of this research, 2 PMIO'ers work at the afterschool care. Their deployment is in accordance with the CAO, except that at 4 moments in the period under inspection, not 50% of the maximum number of professionals is a teacher in training. On Friday 10 and 17 February 2023, a PMIO'er employee will work as the only professional at the afterschool care from 13.00. On Monday 13 and Monday 20 February 2023, both PMIOs will work as the only 2 professionals at the afterschool care. No (qualified) teachers are deployed at these 4 times.

In a telephone conversation, the location manager explains that 1 of the PMIO'ers is in the final phase of her EVC trajectory and that 1 PMIO'er is awaiting a credential evaluation. Until then, she will be deployed as a PMIO'er. In an accompanying letter, the location manager explains that due to staff shortages and sick colleagues at the day care centre, teachers from the afterschool care worked at the day care centre on these days and that is why the PMIO'ers were alone in the group(s). The only 2 qualified teachers of the afterschool care do not work on Mondays and the roster shows that the professional (assistant manager) of Fridays has an office afternoon. This does not show that on the days mentioned above there was an unforeseen circumstance due to the illness of a colleague from the day care centre. However, no permanent (qualified) professionals work at the afterschool care on Mondays and said Fridays.

### Conclusion

Despite the fact that the organization expects that both PMIO'ers will soon meet the qualification requirements to work as professionals and there is a shortage of personnel, the conditions of the teacher-child ratio and deployment of teachers in training completed.

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

- The owner of a childcare center deploys sufficient teachers for the number of children that are cared for, on the understanding that:
  - The ratio between the minimum number of professionals to be deployed and the number of children present in a basic group is determined on the basis of the calculation rules.  
(art1.49 lid 1 art 1.50 lid 1 lid 2 sub d art 1.60 c lid 1 Wet kinderopvang; art 9c Regeling wet kinderopvang; art 16 paragraph 1 paragraph 2 paragraph 3 paragraph 4 paragraph 8 Besluit kwaliteit kinderopvang.)
- The deployment of teachers in training and trainees takes place in accordance with the conditions included in the most recently commenced CAO for Childcare. When determining the deployment of professional workers in training and trainees, account is taken of the training phase in which they are at that moment.  
(art 1.50 paragraph 1 paragraph 2 sub c Childcare Act; art 9c Wet kinderopvang; art 16 paragraph 1 paragraph 2 paragraph 7 paragraph 8 Besluit kwaliteit kinderopvang.)

### Deployment of pedagogical policy employees

Interviews with assistant managers and professionals and the accountability of the coaching hours for 2022 show that all teachers receive annual coaching.

Hestia Amstelveen B.V. has calculated the minimum number of hours the pedagogical policy officer/coach must be deployed. There are 3 locations that are included under the holder Hestia Amstelveen B.V.. In the submitted coaching plan with reference date 1 January 2023 there are only 2 locations. This was also the case in the annual inspection of 2022 and the holder sent an amended plan within the survey. The distribution of hours is not based on the calculation rules. The 2023 coach plan does describe how the efforts of the pedagogical policy officer/coach are divided over the 2 included locations (KDV and BSO Hestia Amstelveen). Parents are informed about the coaching via a newsletter, they can request the policy document with the division of hours from the location manager.

### Herstelaanbod

The holder was offered a restoration offer, which was taken up. In a newly received coaching plan, the other location of Hestia Amstelveen B.V. included in the time calculation and time distribution. The violation has been corrected.

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

- The holder of the childcare center deploys the pedagogical policy officer for the required number of hours to coach professionals in the performance of their duties and the creation and implementation of pedagogical policy intentions. The minimum number of hours of deployment is determined annually on the basis of the calculation rules in the decree.  
(art1.50 lid 1 lid 2 sub j art 1.60 c lid 1 Wet kinderopvang; art 17 lid 1 lid 2 Besluit kwaliteit kinderopvang.)

### Stability of care for children

The afterschool care has 2 base groups:

- Terra 1 accommodates a maximum of 20 children aged 4 to 12 years;
- Terra 2 accommodates a maximum of 10 children aged 4 to 12 years.



Fewer children are cared for at the out-of-school care on Fridays. That is why the children of Terra 2 are taken care of in Terra 1 on this day. Within the inspection period this applies to 1 child. The consent form received shows that parents have given prior written consent for childcare in the 2nd base group.

Each child has been assigned a mentor. During the visit it turns out that 1 of the PMIO'ers is a mentor. Because PMIO'ers are not yet (qualified) teachers, they may not be appointed as mentors.

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

- A mentor is assigned to each child. The mentor is a teacher of the child and, if desired, discusses the development of the child with the parents. The mentor is also the point of contact for the parents and the child with questions about the development and well-being of the child.

(art 1.50 lid 1 lid 2 art 1.60c lid 1 Wet kinderopvang; art 18 lid 5 Besluit kwaliteit kinderopvang)

#### Use of the prescribed working language

Multilingual afterschool care is offered 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. The principle of 'one-person-one-language' is used. Usually the offer per day is at least 50% Dutch and at least 30% English. If only 1 professional is deployed, this can be a Dutch-speaking or an English-speaking professional.

#### Used sources

- Personenregister kinderopvang, checked on 14 March 2023
- Date of employment of professionals, received on 9 March 2023
- Cover letter, received on 9 and 17 March 2023
- Copies of diplomas and certificates of professionals and pedagogical coach/policy officer, already in possession GGD received on 9 and 17 March 2023
- Pedagogical work plan Hestia Amstelland BSO version October 2022, received on 9 March 2023
- Conversations with professionals, group assistants, assistant supervisors and location managers during inspection visits
- Attendance lists, period 9 to 23 February 2023, viewed on location
- Work schedule, weeks 6, 7 and 8, received on 9 March 2023
- Document: Extra info with schedule, received on 9 March 2023
- Consent form, received on 17 March 2023
- Coaching Plan 2022, received on 17 March 2023
- Coaching Plan 2023, received on 17 March 2023
- Renewed Coach Plan 2023, received on 28 March 2023
- Telephone conversation with location manager on 23 March 2023
- Document 'deployment PMIO', received on 28 March 2023

## 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. It also describes which risks have minor consequences for the safety and health of the children and how the organisation deals with these risks. The safety and health policy also pays attention to transgressive behaviour and how they deal with it.

The safety and health policy describes what the policy cycle looks like. The policy is a 'living' document that can be reviewed and modified at any time. Topics from the safety and health policy are on the agenda during the monthly team meeting. An annual plan has been drawn up to ensure that all themes are covered. During the inspection visit, the group assistant who collects children from school tells about the monthly team meeting and who is present.

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.

### *First aid*

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

### *Implementation of policy*

The supervisor spoke with the teachers during the inspection visit. Attention has also been paid to the actions of the teachers. Attention was paid to picking up children from school and transport.

The policy describes the measures the organisation takes to ensure that children are picked up and transported safely and responsibly. For example, it is described that employees have a mobile phone with them to access the child data. They know which children they have to pick up and can call the location if a child is not present or in the event of an emergency. The transport protocol states how children are picked up (such as on foot, by bicycle or by car or van). The protocol states what employees must take care of before picking up children. This is, for example, an up-to-date collection list, recognisable vests for the children and they must ensure that they are at school on time. The protocol also states what they must do if a child wants to play elsewhere or is not at the pick-up location. The protocol contains several scenarios with steps that employees must go through if the risk occurs.

During the inspection visit, the employee implements the policy. She picks up children from school with a van. The employee explains about the work agreements with regard to the pick-up and transport of children and is well informed about the agreements. After collection, the location manager was also spoken to, who explains how the pick-up of children is organised. The way in which the employee collects and transports children is responsible. The working agreements that she and the location manager talk about are in line with the policy.

### *Used sources*

- Observations during inspection visit
- Conversations with teachers, group assistants, assistant supervisors and location managers during inspection visits
- Safety and Health Policy Hestia Amstelveen November 2021 version, received on 9 March 2023
- Transport Protocol Hestia Kinderopvang version November 2020, received on 9 March 2023
- Work schedule, weeks 6, 7 and 8, received on 9 March 2023

- Copies of First Aid diplomas, received on 10 March 2023
- Overview first aid, received on 9 March 2023
- Telephone conversation with assistant manager on 22 March 2023
- Telephone conversation with location manager on 23 March 2023

## Parental rights

### Parent advisory committee

The afterschool care has a parent committee consisting of 5 members. It is a parents' committee that works together with parents of the day care centre of the same name. 4 parents have children at the afterschool care (and the day care centre).

### Used sources

- Telephone conversation with assistant manager on 22 March 2023
- Telephone conversation with location manager on 23 March 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 daily routine in the afterschool care follows the pedagogical policy plan.
- The pedagogical policy plan contains at the very 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 the very least a concrete description of how particularities or problems in the development of the child are detected and how parents are referred to suitable organisations 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 introduced to a new base group in which they shall be cared for.
- The pedagogical policy plan contains, if relevant, a concrete description of the times during which less teachers are employed than is required based on the number of children present, as well as the times during which it will definitely not be deviated from and the teacher-child ratio is met. The deviating employment of the minimum amount of teachers based on the teacher-child ratio can differ per day of the week, be it that the deviating deployment does not change per week.
- The pedagogical policy plan contains, if applicable, a concrete description of the nature and organisation of the activities for which children can leave the base group.
- The pedagogical policy plan contains, if relevant, a concrete description of the policy regarding making use of afterschool care during extra half days.
- The pedagogical policy plan contains, if applicable, a concrete description of the way in which multilingual afterschool care is organised in the childcare centre.

#### 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, 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-e 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

- Teachers have received appropriate training as included in the most recently commenced CAO for Childcare. A multilingual afterschool care professional also has proof that he has mastered the German, English or French language for the sub-skills of conversation, reading, listening and speaking at least level B2 of the European Framework of Reference (CEFR) for languages.
- Pedagogical policy employees are in the possession of a suitable diploma, such as is included in the most recent cao Kinderopvang Werk.

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

- The owner of a childcare centre deploys sufficient professionals for the number of children that are cared for, on the understanding that:
  - the ratio between the minimum number of teachers to be deployed and the number of children present in a base group is determined on the basis of the calculation rules.
- During the hours before and after the daily school hours, as well as during free afternoons at primary school, fewer professionals are deployed for a maximum of half an hour per day, or if fewer professionals are deployed in accordance with the pedagogical policy plan, at least half of the required number of professionals will be employed.
- The deployment of professional workers in training and trainees takes place in accordance with the conditions included in the most recently commenced CAO for Childcare. When determining the deployment of professional workers in training and trainees, account is taken of the training phase in which they are at that moment.
- 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.

#### Deployment of pedagogical policy employees

- The holder of the childcare centre deploys the pedagogical policy officer for the required number of hours to coach professionals in the performance of their duties and the creation and implementation of pedagogical policy intentions. The minimum number of hours of deployment is determined annually on the basis of the calculation rules in the besluit.
- The holder of a children's centre determines on a yearly basis, should he exploit more than one children's centre, the manner in which he distributes the required minimum amount of hours a pedagogical policy employee must be deployed over the different children's centres, and records this in writing in order for this to be transparent for teachers and parents. The holder designs the distribution in such a manner that each teacher receives coaching yearly during the performing of work tasks.

#### Stability of care for children

- With afterschool care, the care takes place in base groups. A child is cared for in one base group. The maximum size of the base group is determined on the basis of table 2 in appendix 1, part 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. By way of derogation, multilingual afterschool care can be provided in accordance with the definition and in accordance with the conditions that apply.

(article 1.50 paragraph 2 sub i and article 1.55 paragraph 1 paragraph 3 Wet kinderopvang)

OR

Alongside the Dutch main language, an additional main language is used, because the background of the children in specific circumstances necessitates this, in accordance with a code of conduct drafted by the holder of the children's centre.

## Safety and health

#### Safety and health policy

- The holder of a children's centre has created a policy for each children's centre which leads to the safety and health of the children to be cared for to be safeguarded as much as possible. The holder ensures that the teachers at the afterschool care work according to the safety and health policy.
- The safety and health policy includes a concrete description of how the holder of a childcare centre ensures that the safety and health policy, together with the teachers, is a continuous process of policy formation, implementation, evaluation and updating.
- 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 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 undesirable behaviour.
- The safety and health policy includes a concrete description of the way in which the holder of a childcare centre ensures that the current safety and health policy and its evaluations are transparent to the teachers, professionals in training, trainees, 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 owner of a childcare centre ensures that at least one adult who is qualified to provide first aid to children is present at all times during the afterschool care, in accordance with the further rules laid down in the Regulations for this qualification.

## Parental rights

### Parent advisory committee

- Six months after registration, a parent advisory committee has been established which is tasked with advising the holder of a children's centre regarding the subjects in article 1.60 of the Act.

OR

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



## Data Organisation

### Opvanggegevens

Naam voorziening	: Hestia Amstelveen B.V.	<b>(Day care data)</b> (Name organisation)
KvK-vestigingsnummer	: 000021062145	(Chamber of commerce number)
Website	: <a href="http://www.hestiakinderopvang.nl">http://www.hestiakinderopvang.nl</a>	
Aantal kindplaatsen	: 30	(Number of child places)
Gesubsidieerde voorschoolse educatie	: Nee	(Subsidised preschool education-No)

### Gegevens houder

Naam houder	: Hestia Amstelveen B.V.	<b>(Data holder)</b> (Name holder)
Adres houder	: Nijenburg 2E	(Address holder)
postcode en plaats	: 1081 GG Amsterdam	(Postal code and residence)
KvK-nummer	: 50206087	(Chamber of commerce number)

## Data Supervision

### Gegevens toezichthouder (GGD)

Naam GGD	: GGD Amsterdam Inspectie kinderopvang	<b>(Data supervisor (GGD))</b> (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	: Mw. C. Beversen	(Inspection performed by)

### Gegevens opdrachtgever (gemeente)

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

### Planning

Datum inspectiebezoek	: 23-02-2023	<b>(Planning)</b> (Date inspection)
Opstellen concept inspectierapport	: 30-03-2023	(Drafting concept inspection report)
Zienswijze houder	: 21-04-2023	(Point of view of the holder)
Vaststellen inspectierapport	: 21-04-2023	(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)

## Annex: Point of view holder children's centre

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

### Point of view of Hestia Amstelveen BV

An inspection took place at BSO Hestia Amstelveen BV on 23 February 2023. During the inspection visit, the supervisor found violations to which I respond in this opinion.

Hestia Kinderopvang is an organisation that offers bilingual childcare. The English part of the working method is usually carried out by highly trained employees. All English-speaking employees of Hestia have completed a higher vocational or university education in their country of origin. The employees also have many years of (foreign) experience in working with children. The PMIO'ers working at the BSO are qualified early childhood educators in Poland and Hungary, both with more than 10 years of experience. It is clear to one of the employees that her diploma is not recognised by DUO. This employee is now in the final phase of her EVC trajectory. This means that only her portfolio has to be submitted and evaluated. A DUO application is still pending for the second employee, a primary school teacher in Hungary. Until a response is received from DUO, this employee will also be deployed as a PMIO.

It goes without saying that Hestia supports the quality requirements that are set for holders. It is important for us to note that the PMIO'ers who work at Hestia are highly trained professionals with many years of experience. We are therefore pleased to read that the supervisor did observe this during the visit to the location. Hestia therefore thanks the supervisor for this nice compliment. To conclude, I would like to add that the PMIO'ers at Hestia do indeed not have a valid Dutch professional qualification, but are by no means unqualified with their foreign education.

Yours sincerely,

Robin Pieplenbosch  
Location manager Hestia Amstelveen