



## Inspection report

Big Ben Kids Kijkduin (FKA Zo Outdoor bij Ferguson)  
Muurbloemweg 41  
2555 NB 's-Gravenhage  
Registration number 624260082

|  |                               |
|--|-------------------------------|
| Supervisor:                              | GGD Haaglanden                |
| Commissioned by municipality:            | The Hague                     |
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| Type of inspection:                      | Inspection after registration |
| Status:                                  | Final                         |
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# The inspection

## **Inspection design**

This inspection is conducted on grounds of article 1.62 paragraph 2 of the Dutch law on childcare. This is an announced inspection after registration.

The quality of the care in the first years of a child's life has a big influence on their development. It is for this reason that the government establishes certain requirements for the quality of childcare centres, childminder agencies and childminders. These requirements apply to:

- registration in the national childcare register (LRK);
- pedagogical climate: policy and practice;
- staff and stability of the childcare;
- safety and health;
- accommodation and decor, and;
- right of parent.

These requirements are established in the Dutch law on childcare. Per 1 January 2018 the law has been expanded with new quality measures in the form of the law on innovation of the quality of childcare (IKK).

The new measures are mostly focussed on improving the pedagogical quality in practice. They are documented in a decision (Decision quality childcare) and ministerial arrangements.

Every location where childcare (daycare and after school care) is offered is inspected at least once a year by a supervisor from the GGD on behalf of the municipality.

This inspection report contains a description of the observations and findings during this inspection visit per assessed item.

This is the first complete inspection visit since the opening of this childcare centre. At the end of the report there is an overview of all inspection areas from the Dutch law on childcare that this inspection consisted of.

If the childcare centre has given a written response to the inspection report, you can find this on the last page.

For a more elaborate explanation of the inspection process and the responsibilities for the supervision and enforcement of the quality, please refer to [www.rijksoverheid.nl](http://www.rijksoverheid.nl).

## **View**

Big Ben Kids Kijkduin is a part of childcare organisation Zo Kinderopvang Holding B.V.

It concerns a forest after school club, located in a wooden scouting building, with a maximum of 33 child places for children between the ages of 4-12 years.

In this starting phase, children are also cared for at the location of 'Zo aan de tweede Sweelinckstraat'.

This happens in proper agreement with the parents, according to the manager.

## **Advice to College van B&W**

No enforcement.

The new quality requirements as a result of the law on innovation of the quality of childcare (IKK) were first assessed during this inspection.

No violations were observed regarding the assessed items.

# Observations and findings

## **Pedagogical climate**

### **Pedagogical policy**

Every childcare center is obligated to have a pedagogical policy plan. This document should describe the manner in which the aspects of responsible childcare are implemented. This means an elaboration on the 4 pedagogical fundamental objectives of Marianne Riksen-Walraven should be included, in which the different stages of development are taken into account.

Matters such as layout and size of the groups, the deployment and support of employees and the acclimatizing procedure should also be found in this document.

Before and after the daily school time, as well as during free afternoons from primary school, less employees may be assigned at most half an hour per day with the understanding that at least half of the number of employees is assigned. For childcare in school holidays and on days off, the maximum number of hours during which it is allowed to deviate is 3 per day.

Since 1 January 2018 the pedagogical policy plan needs to include at which times the staff-to-child ratio may deviate in school holidays and on days off and at which times this is not allowed in any case (thus the staff-to-child ratio is met).

If no times are specified in the pedagogical policy plan, it is never allowed to deviate from the staff-to-child ratio.

This information must be up to date and communicated to the parents.

Zo kinderopvang works with 'the three pillars'. There are several development lines in which the various development phases are included, with many examples. It concerns learning trajectories regarding the language development/communication, organising/counting, music/dance and creativity'.

These learning trajectories give a clear picture of the methodology of Zo Kinderopvang.

The holder has drawn up and provided a 'Policy and work plan after school care Big Ben Kids Kijkduin' for this childcare centre (version: March 2018).

In the work plan the requirements, as stated in the Dutch law on childcare, are specified and/or the existing protocols and documents are clearly referred to.

A memo can be found in the hallway, which states that the parents can access these documents with the manager.

This complies with the legal requirements.

### **Pedagogical practice**

#### **Introduction**

An important part of the inspection visit is the observing of the pedagogical climate in the group(s) of the childcare centre.

The supervisor establishes their assessment on the basis of many observations made during this visit. The professional staff is also questioned.

In judging the observations, the 4 pedagogical fundamental objectives of Marianne Riksen-Walraven are taken into consideration, which are specified in the explanatory statement with the Dutch law on childcare (2005).

The holder ensures that:

-children are treated in a sensitive and responsive manner, there is always respect for the autonomy of children, and boundaries as well as structure is offered for the children's behaviour so that they can feel emotionally safe and secure (*fundamental objective: offering emotional safety*).

-children are challenged to develop their motor, cognitive, language and creative skills through play, in order to enable children to act increasingly independent in a changing environment (*fundamental objective: developing personal competence*).

-children are guided in their interactions, in which they are taught social knowledge and skills through play, in order to enable children to build and maintain relationships with others, with increasing independence (*fundamental objective: developing social competence*).

-children are stimulated to be openminded in learning about the socially accepted norms and values in society for the purpose of respectful interaction with others and active participation in society (*fundamental objective: passing on norms and values*).

In the context of providing responsible childcare, the holder needs to take care of these four fundamental objectives, taking into account the development phase the children are in.

### **Observation pedagogical practice:**

During the observation of the pedagogical practice, the supervisor uses the 'Veldinstrument observatie pedagogische praktijk' (transl: field instrument observation pedagogical practice), which was drawn up by GGD GHOR Nederland, version December 2014. The 4 pedagogical fundamental objectives are assessed using this instrument.

At least 2 fundamental objectives are described in the report. Per objective one or more observation criteria are clarified.

The descriptions below, those *in cursive*, are derived from this instrument and were observed during the visit at the location.

The observation took place on Friday afternoon, starting at 15:30 hours. Moments of free playing and an eating and drinking moment were observed. The situation during the inspection visit is as follows: there are 2 children present.

The after school club is open on Tuesday and Friday afternoon, for now.

There is 1 professional staff member deployed. It therefore concerns a limited observation. In the school holidays this starting after school club will be merged with the club of the 'Zo aan de tweede Sweelinckstraat'.

### **Fundamental objective: offering emotional safety to children.**

Criterion from the observation instrument: *'The professional staff member communicates with the children'*.

Description of the criterion: *'The professional staff member has conversations with the children in which both contribute to the continuation and content of the conversation (dialogue).'*

### **Observation:**

The professional staff member has just picked the 2 children up from school with the bicycle cart. The children are sitting 'at the bar' for their eating and drinking moment. The professional staff member is in the kitchen on the other side of this bar and is making small conversation with the children about school and what they want to do after.

The professional staff member acts sensitive and responsive towards the children. He actively shows that he understands the children and reacts to them adequately. For example, one of the children says that she does not feel like going outside and would rather stay in the after school club space. The professional staff member responds: *"But he does want to go outside and the weather is amazing. Do you know what? We will first go outside to play and then we will play at the after school club for a bit"*.

And this happens without 'protest'. The children go to the playground in the Bosjes van Pex, in the bicycle cart.

**Fundamental objective: stimulating the development of personal competence.**

Criterion from the observation instrument: *'The professional staff member supports and stimulates the development of (individual) children'*.

Description of the criterion: *'The professional staff member has a recognisable programme, in which there is (a lot of) room, or room can be made, for new/fun/exciting situations that offer opportunities for conversation and learning moments'*.

**Observation:**

Big Ben Kids Kijkduin is a forest after school club. The professional staff member says that he goes out with the children a lot. He likes to teach children something in this way, without being busy with school. He examines insects with the children, and the centre even organised a mud day on which the children could stomp around in puddles.

Today the children are going to the playground in the Bosjes van Pex.

The professional staff member drives them there in the bicycle cart. It is approximately a 5 minute bicycle ride, past quiet roads. In the playground, the children immediately run towards a jungle gym excitedly.

**Conclusion:**

Based on the observation on the group during the inspection visit, the supervisor concludes that the holder does indeed take care of upholding the 4 pedagogical fundamental objectives.

At the moment, a limited number of children is present. At the next inspection visit, the pedagogical quality can be assessed more elaborately, as there should be more children present at that time.

Supervisor consequently judges the pedagogical practice sufficient.

Used sources:

- Interview holder and/or person responsible for the location (Ms B. Baltus, location manager)
- Interview (employee)
- Observations
- Pedagogical policy plan
- Pedagogical work plan (March 2018)

## Employees and groups

### **Certificate of conduct and register of persons in childcare**

Employees in childcare are obligated to have a certificate of conduct (VOG). A VOG proves that a person has no illegal acts registered to their name that are an obstacle to working in childcare. Furthermore, all employees working in childcare are continuously screened.

Continuous screening means that the justice documentation system is checked on a daily basis to check if people working in childcare have no new illegal acts registered to them.

Per 1 March 2018 the register of persons in childcare (PRK) has been implemented to improve the system for continuous screening.

From this date forward everyone who lives or works at a location where children are being cared for has to be registered in the PRK with a valid certificate of conduct and be linked to the organisation where he/she works. Permanent employees had a transitional period until 1 July 2018.

The supervisor has assessed the VOG and link in the PRK of the professional staff member who works at this childcare centre. Moreover, he checked employees of the holder's corporation who, according to the holder, regularly or sporadically visit the location (at least half an hour every 3 months), e.g. the pedagogue and the location manager.

The legal quality requirements are met.

### **Qualification requirements and requirements for the deployment of students**

To be allowed to work in childcare, all professional staff members must have a qualifying diploma. In the Collective Labour Agreement for childcare and for health and social services, there is an overview of the diplomas which suffice.

The professional qualification of the professional staff member at this childcare centre has been assessed and complies with the legal quality requirements.

With regard to the deployment of professional staff in training/interns, the holder needs to assess whether during the moment of inspection at most a third of the total minimum number of professional staff members to be deployed consists of staff in training/interns. The supervisor has established that there are no staff members in training or interns present at this location, at the moment.

Therefore, this item has not been assessed.

### **Number of employees**

The Dutch law on childcare specifies how many professional staff members need to be working per number of present children. This is called the staff-to-child ratio (BKR). On the website [1ratio.nl](http://1ratio.nl) the minimum number of deployed staff members can be calculated. If the BKR is not deviated from and only one professional staff member is deployed, then a backup arrangement in case of calamities must be established.

Based on the interview with manager and professional staff member, the staff schedule and the observation, the supervisor establishes that the BKR is complied with. In this starting phase, a maximum of 2 children per (time of) day are cared for, under supervision of one professional staff member.

The legal quality requirements are met.

### **Stability of the childcare**

The environment and stability are very important to a good development of a child. To secure this for the children, certain conditions regarding, among others, a fixed layout of the group, fixed professional staff members, fixed room for the group and a daily rhythm are set out in the Dutch law on childcare.

In the implementation of this in practice the childcare organisation needs to put the interest of the child first.

Childcare centre Big Ben Kids Kijkduin has one base group at the time, with 2 children. The centre is registered with 33 child places.

In the future, the location will consist of:

- The group Sprinters (4 - 8 years): maximum of 20 children with 2 educational staff members;
- The group Skaters (8 - 12 years): maximum of 13 children with 2 educational staff members. (In accordance with the current law and regulation)

Apart from the base group division, every child needs to have an appointed counsellor. This division is attributed to the regular professional staff member, considering the current number of children. The parents and children have been informed of this during the intake.

Supervisor has assessed these, partly, new quality requirements by talking about them with the manager and the professional staff.

At this location, the legal quality requirements are met.

For now, the after school club is open on Tuesday and Friday afternoon. In the school holidays this after school club will, for the time being, be merged with the club of the 'Zo aan de tweede Sweelinckstraat'. This happens in agreement with the parents, the regular professional staff member is also present at this location.

### **Use of the prescribed language**

According to the Dutch law on childcare, the Dutch language needs to be the operating language at every after school care facility.

This requirement is met.

Used sources:

- Interview holder and/or person responsible for the location (Ms B. Baltus, location manager)
- Interview (employee)
- Observations
- Register of persons in childcare
- Diploma professional staff member
- Website

## Safety and health

### Safety and health policy

At each location for childcare an up-to-date safety and health policy has to be present. This policy needs to describe the most important risks with big consequences for the children and how the holder teaches the children to handle smaller risks.

The policy needs to be cyclical and the holder also has to make sure that the safety and health policy is implemented in practice.

The purpose is for all employees to be aware of the risks and feel responsible for drawing up and executing the policy.

Apart from that, the holder needs to describe how the childcare is organised to prevent that children or professional staff members (in training) behave inappropriately. The holder also needs to include the backup policy in the safety policy.

Since 1 January 2018 at least one adult who is qualified to provide first-aid to children needs to be present during the opening hours of the childcare centre.

On the day of the inspection, the present professional staff member has a valid first-aid diploma, according to the regulation of the Dutch law on childcare.

As there is only one professional staff member employed at this centre, for the time being, a properly functioning backup arrangement is of the utmost importance. The holder has included the location 'Zo aan de Sijzenlaan' as backup in the policy S&H.

The holder has drawn up a safety and health policy plan for this childcare centre, which meets the requirements.

There are references to several protocols and HKZ documents, such as: work instruction healthy indoor environment, illness policy ventilation, house rules for parents, excursions policy, the reporting code child abuse, etc.

Every 2 months, there is a team meeting with the location Zo aan de Tweede Sweelinckstraat, for now, where the policy S&H is discussed.

It appeared from the observation and interviews that this policy is implemented in practice.

This complies with the legal requirements.

Note:

Regarding the item: 'The safety and health policy contains a concrete description of the manner in which the holder ensures that the up-to-date safety and health policy and **the evaluations** of it **are accessible to the** professional staff members, staff members in training, interns, volunteers and **parents**', the supervisor observes the following.

The unit manager has described this item in the policy S&H as follows:

*'The location manager asks the parents' committee for advice regarding this policy every year, or more often if there are big changes in the policy... Their advice is considered and taken into account for potential adjustments'.*

The supervisor has not yet assessed this item, because the holder has until half a year after registration to establish a parents' committee.

In case no parents' committee has been established within half a year, the holder needs to make the evaluations accessible to parents in another way and record this in the policy S&H.

## **Reporting code domestic violence and child abuse**

A reporting code for domestic violence and child abuse helps professionals respond properly to signs and take the correct follow-up measures. Since 1 July 2013, there is an obligation to use this reporting code in case of suspicions of negligence, or physical or mental abuse of a child.

The holder uses a reporting code child abuse and domestic violence, tailored to the location, based on the national model version JSO July 2013, commissioned by the sector association childcare.

In the reporting code, the steps that should be taken are described. An overview of signs and a social map are also included.

On the first page of the protocol 1B manual reporting code, the following is included regarding management:

Report on management:

*"There might be a special case, in which the complaint regards the behaviour of the management itself. In that case, it is no longer possible to report the behaviour higher up. The employee who observed the behaviour is then obligated to file a police report. The staff member can consult the confidential inspector on the issue. The confidential inspector can then help the employee file the police report. This step needs to be registered carefully."*

The professional staff member has been informed of this reporting code and is sufficiently aware of the content of the reporting code child abuse and can, if necessary, handle accordingly. The manager indicates that all professional staff members of Zo Kinderopvang followed a training reporting code in the months June and July 2018.

This complies with the legal requirements.

Used sources:

- Interview holder and/or person responsible for the location (Ms B. Baltus, location manager)
- Interview (professional staff member)
- First-aid certificate
- Informative material for parents
- Website
- Policy safety and health (excursions policy)
- Reporting code domestic violence and child abuse

## Accommodation

### Requirements for space

The forest after school club at Big Ben Kids Kijkduin offers care to a maximum of 33 children between the ages of 2-12 years. The childcare takes place in a scouting building. This is in 'double use': in the weekends and evenings there are scouting activities. The forest after school club is mostly focussed on outdoor activities.

The surface of the group spaces is as follows:

- Group space right side: 76 m<sup>2</sup> (maximum of 21 child places)
- Group space left side: 55 m<sup>2</sup> (maximum of 15 child places)
- Surface playing space: 60 m<sup>2</sup> minus 6 m<sup>2</sup> on behalf of the escape route: 54 m<sup>2</sup> (maximum of 15 child places).

This is sufficient fitting space to play inside for the number of requested child places: 33.

The kitchen (3.6 x 3.6 m = 12.96 m<sup>2</sup>), which might be used for cooking activities in the future, has not been included in this calculation yet.

At the moment, this starting after school club cares for a maximum of 2 children per (time of) day.

Apart from sufficient materials to play outside, the holder also has sufficient materials to play inside, such as KAPLA, Lego, games and crafting material.

Per child a minimum of 3.5 m<sup>2</sup> fittingly decorated space for playing inside is needed. This is met.

The spacious adjacent outdoor space, which is partly paved, can be used on behalf of the after school club.

The after school club children, however, play mostly in the park/forest opposite the building, 'Landgoed Meer en Bos', in the Bosjes van Pex, or on the beach, under supervision of the professional staff member(s). For this, the holder has recently drawn up an excursions policy.

This complies with the legal requirements.

Used sources:

- Interview holder and/or person responsible for the location (Ms B. Baltus, location manager)
- Interview (professional staff member)
- Policy safety and health (excursions policy)
- Previous inspection report.

## Right of parent

### **Information**

The holder informs the parents, and everyone who asks to be informed, about the policy. This happens through the website, during the intake and through a memo in the hallway, which states that parents can access the policy S&H, the pedagogical policy plan and the inspection report with the manager. This information is up-to-date.

The holder places the inspection reports of the GGD on their own website. In this way, the holder ensures that the inspection reports are easy to find for parents and other interested parties.

The holder explicitly informs the parents about the times at which less professional staff members are deployed than required based on the number of present children, as well as the times at which this will not happen in any case and thus the minimum number of deployed professional staff members based on the staff-to-child ratio is met.

Parents are informed of the internal complaints procedure and the possibility to bring issues to the arbitration board via the website.

This complies with the legal requirements.

### **Parents' committee**

A parents' committee gives the parents the possibility for involvement in the quality of the childcare. A holder needs to put sufficient effort into forming a parents' committee. On a number of topics, the parents' committee has a legally established right of consultation, such as changes in tariffs, pedagogical policy and dietary matters.

The holder has half a year after the registration (until 19 October 2018) to establish a parents' committee for this childcare centre.

In a childcare centre where 50 or less children are cared for per week, and no parents' committee has been established yet, the holder needs to demonstrate a clear effort to establish a parents' committee.

Apart from that, parents must be involved in another way with the topics which have right of consultation, such as: the pedagogical policy, policy S&H, nutrition and opening hours. At this location, less than 50 children are cared for per week, for now.

A regulation parents' committee has been established within Zo Unltd B.V.

This regulation meets the legal quality requirements.

## **Complaints and disputes**

The holder needs to establish an internal procedure for the processing of parents' complaints. This procedure must be documented in writing.

If a parent wants to file a complaint, this must happen in writing.

The complaints procedure has to describe how the holder will handle the complaint after that.

The holder is also obligated to join the national Arbitration board Childcare.

The legal quality requirements described above are met at this location.

Used sources:

- Interview holder and/or person responsible for the location (Ms B. Baltus, location manager)
- Regulation parents' committee
- Informative material for parents
- Website
- Affiliation arbitration board

## Overview assessed inspection items

| Pedagogical climate  |
|--|
| Pedagogical policy   |
| <p>The childcare centre has a pedagogical policy plan. The holder ensures that the pedagogical policy plan is implemented in the after school care.<br/>(art 1.49 par 1 and 2, 1.50 par 1 and 2 Dutch law on childcare; art 12 par 1 Decision quality childcare)</p>   |
| <p>The pedagogical policy plan contains at least a concrete description of the manner in which the aspects of responsible after school care, meant in article 11 of the Decision quality childcare, are implemented.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 2 under a Decision quality childcare)</p>  |
| <p>The pedagogical policy plan contains at least a concrete description of the manner in which peculiarities in the development of the child or problems are detected and parents are directed to fitting organisations for further support.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 2 under c Decision quality childcare)</p>  |
| <p>The pedagogical policy plan contains at least a concrete description of the manner in which the counsellor discusses the obtained information about the development of the child with the parents and the manner in which is announced to the parents and the child which employee is the counsellor of the child.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 2 under b Decision quality childcare)</p>   |
| <p>The pedagogical policy plan contains at least a concrete description of the method of operation, maximum size and ages of the base groups.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 2 under d Decision quality childcare)</p>   |
| <p>The pedagogical policy plan contains at least a concrete description of the manner in which the children can adjust to a new base group they will be in.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 2 under e Decision quality childcare)</p>   |
| <p>The pedagogical policy plan contains, if applicable, a concrete description of the times at which less staff is assigned than required on the basis of the number of present children, as well as the times at which in any case cannot be deviated from that requirement and the staff-to-child ratio is met. The deviating assignment of the minimum number of employees based on the staff-to-child ratio can differ on days of the week, although the deviating assignment does not differ per week.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 3 under a Decision quality childcare)</p> |
| <p>The pedagogical policy plan contains, if applicable, a concrete description of the nature and the organisation of the activities for which the children can leave the base group.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 3 under b Decision quality childcare)</p>  |
| <p>The pedagogical policy plan contains, if applicable, a concrete description of the policy regarding the use of after school care during extra times of the day.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 3 under c Decision quality childcare)</p>  |
| <p>The pedagogical policy plan contains, if applicable, a concrete description of the tasks which employees in training, interns and volunteers in the after school care can carry out and the manner in which they are guided in these.<br/>(art 1.50 par 2 Dutch law on childcare; art 12 par 3 under e Decision quality childcare)</p>  |

## Pedagogical practice

In the context of providing responsible childcare, the holder needs to ensure at least that, taking into account the development phase the children are in:

- a. children are treated in a sensitive and responsive manner, there is always respect for the autonomy of children, and boundaries as well as structure is offered for the children's behaviour so that they can feel emotionally safe and secure;
- b. children are challenged to develop their motor, cognitive, language and creative skills through play, in order to enable children to act increasingly independent in a changing environment;
- c. children are guided in their interactions, in which they are taught social knowledge and skills through play, in order to enable children to build and maintain relationships with others, with increasing independence;
- d. children are stimulated to be openminded in learning about the socially accepted norms and values in society for the purpose of respectful interaction with others and active participation in society.

(art 1.49 par 1 and 2 and art 1.50 par 1 and 2 Dutch law on childcare; art 11 Decision quality childcare)

## Employees and groups

### Certificate of conduct and register of persons in childcare

The following are in possession of a certificate of conduct:

- a. the holder or intended holder of a childcare centre;
- b. the people who work during childcare hours on the basis of a contract of employment with the holder or with an employment agency, or who will be at the location of a company with which the holder operates a childcare centre and where children are cared for;
- c. the people who structurally work during childcare hours on the basis of another agreement with the holder or who will be at the location with which the holder operates a childcare centre and where children are cared for;
- d. the people who have or will have access to information about the cared for children on the basis of their function;
- e. the people of 18 years and older who have or will have their main residence at the home address where a childcare centre is located, or who are or will be structurally present at the childcare centre, located at a home address, during childcare hours.

As far as it concerns natural persons everyone mentioned in the parts a up until e is registered in the register of persons in childcare.

(art 1.50 par 3 Dutch law on childcare)

The holder of a childcare centre is responsible for the link on basis of social security numbers, with the persons mentioned in article 1.50 third paragraph of this law, including themselves.

(art 1.48d par 2 and 3 Dutch law on childcare)

After registering a person as defined in article 1.50 third paragraph of this law in the register of persons in childcare and after linking with the holder, the person can start working.

(art 1.50 par 4 Dutch law on childcare)

### Qualification requirements and requirements for the deployment of students

Professional staff members, also for multilingual after school care, must have a qualifying education for the work and evidence of these. The professional qualification requirements and evidence mentioned in the most recently initiated Collective Labour Agreement for childcare and for health and social services are classified as professional qualification requirements and evidence for a fitting education.

A professional staff member for multilingual after school care must also have evidence that shows they can properly speak, read and understand German, English or French at, at least, the B2 level of the common European Framework of Reference (CEFR) for languages.

(art 1.50 par 1 and 2 Dutch law on childcare; art 15 par 1 and 2 Decision quality childcare; art 9a par 1 and 2 Regulation Dutch law on childcare)

## Number of employees

The proportion between the minimum of professional staff members to be assigned and the number of present children in a base group (staff-to-child ratio) is determined on the basis of table 2 in appendix 1a, part b with the decision and the calculation rules belonging to it. The calculating tool on the website [www.1ratio.nl](http://www.1ratio.nl) can be used.

This can be deviated from before and after the daily school hours, as well as during afternoons off from primary school, for at most half an hour per day fewer professional staff members may be deployed, provided that at least half of the number of professional staff members is deployed.

If in after school care at least ten consecutive hours of care are offered per day, fewer professional staff members can be assigned on days off from primary school or during school holidays for at most three hours per day, deviating from the required minimum of assigned staff members. This is done taking into consideration the hours, established in the pedagogical policy plan, at which fewer professional staff members can be assigned than the required minimum on the basis of the staff-to-child ratio as well as the times at which deviation is not allowed in any case.

During the hours that fewer staff members are assigned at least half of the required number of employees are assigned. The deviating assignment can differ on days of the week, although the deviating assignment does not differ per week.

(art 1.49 par 1 and 1.50 par 1 and 2 Dutch law on childcare; art 12 par 3 under a and art 16 par 1, 2 and 4 Decision quality childcare)

If only one professional staff member is present in the childcare centre, based on the necessary staff-to-child ratio, there is also an adult available per telephone who can be present at the childcare centre within fifteen minutes in case of a calamity. The holder informs the people working at the childcare centre of their name and telephone number.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 16 par 5 Decision quality childcare)

## Stability of the childcare

After school care takes place in base groups. A child is cared for in one base group. The maximum size of the base group is decided based on table 2 in appendix 1a, section b of the Decision quality childcare.

The requirement of childcare in one base group does not apply:

- if children leave the base group for activities as described in the pedagogical policy plan;
- if the child is cared for in one other base group than the regular base group during a period agreed-upon by holder and parents with prior permission from the parents in writing.

The requirement regarding the maximum group size does not apply if children leave the group for activities as described in the pedagogical policy plan.

(art 1.50 par 1 and 2 Dutch law on childcare; art 18 par 1, 2, 3 and 4 Decision quality childcare)

Every child has an appointed counsellor. The counsellor is a professional staff member of the child and discusses, if desired, the development of the child with the parents every period. The counsellor is also the point of contact for the parents and the child in case of questions about the development and wellbeing of the child.

(art 1.50 par 1 and 2 Dutch law on childcare; art 18 par 5 Decision quality childcare)

## Use of prescribed operating language

The Dutch language is used as operating language. Where, other than the Dutch language, the Frisian language or a dialect is spoken, the Frisian language or dialect can also be used as operating language. As an exception, multilingual foreign childcare can be provided in accordance with the definition and the conditions that apply.

(art 1.50 par 2 under i and art 1.55 par 1 and 3 Dutch law on childcare)

### **OR**

Next to the Dutch operating language, another language is used as operating language because the origin of the children in specific circumstances necessitates it, consistent with a code of conduct established by the holder.

(art 1.55 par 2 Dutch law on childcare)

## Safety and health

### Safety and health

For every childcare centre, the holder has a policy that leads to the best ensured safety and health for the children as possible. The holder makes sure that the safety and health policy is implemented in the after school care.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 1 Decision quality childcare)

The holder or intended holder establishes the safety and health policy in writing and provides this when requesting exploitation. The holder evaluates and, if necessary, updates the safety and health policy within three months after the opening of the childcare centre. After this, the holder keeps the safety and health policy up to date.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 2 Decision quality childcare)

The safety and health policy contains a concrete description of the manner in which the holder, together with the professional staff members, ensures that the safety and health policy is a continuing process of creating, implementing, evaluating and updating policy.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 3 under a Decision quality childcare)

The safety and health policy contains a concrete description of the risks that childcare in the concerning childcare centre brings with it, mentioning at least:

- the principal risks with big consequences for the safety of children;
- the principal risks with big consequences for the health of children;
- the risk of inappropriate behaviour by staff members, staff members in training, interns, volunteers, other present adults and children.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 3 under b Decision quality childcare)

The safety and health policy contains a plan of action that states concretely which measures are taken within what term, in order to reduce these principal risks with big consequences for safety and health and the risk of inappropriate behaviour, and the course of action if these risks come true.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 3 under c Decision quality childcare)

The safety and health policy contains a general description of the manner in which children are taught to handle risks with limited consequences for the safety and health of children, and which are therefore not indicated as principal risks with big consequences for the safety and health nor as a risk of inappropriate behaviour.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 3 under d Decision quality childcare)

The safety and health policy contains, if applicable, a concrete description of the manner in which the backup is arranged in case there is only one professional staff member present at the childcare centre, in conformity with the staff-to-child ratio or when deviating from the minimum number of assigned professional staff members based on the staff-to-child ratio.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 3 under f and art 16 par 5 and 6 Decision quality childcare)

The holder ensures that during after school care, there is always at least one adult present at the childcare centre who is qualified to give first-aid to children, in accordance with the further conditions for this qualification in the Regulation on the Dutch law on childcare.

(art 1.49 par 1 and art 1.50 par 1 and 2 Dutch law on childcare; art 13 par 4 Decision quality childcare; art 8 Regulation Dutch law on childcare)

## Reporting code domestic violence and child abuse

The holder of a childcare centre establishes a reporting code for the staff, which indicates how to handle signs of domestic violence or child abuse step-by-step and which contributes to offering help as quickly and adequately as possible. The reporting code established by the holder for the staff contains at least the following elements:

- a roadmap, meaning a description of the steps the staff should take to handle signs of domestic violence or child abuse;
- a distribution of responsibilities to several staff members with the steps, which includes mentioning the position of the person ultimately responsible for the decision whether or not to report;
- if applicable, specific attention for exceptional forms of violence, which require special knowledge and skills of the staff;
- specific attention for the manner in which the staff handle the information of which they know the confidentiality or should reasonably suspect it.

(art 1.51a par 1, 2, 3 and 5 Dutch law on childcare; art 14 par 1 Decision quality childcare)

The roadmap in the reporting code established by the holder contains at least the following steps:

- a. identifying the signs of domestic violence and child abuse;
- b. collegial consultation and, if necessary, consulting the advisory and reporting point domestic violence and child abuse (Veilig Thuis) or an expert in the field of injury indications;
- c. a conversation with the parents and, if possible, the child;
- d. considering the risk of, and the nature and severity of the domestic violence or child abuse and if in doubt always consult the advisory and reporting point domestic violence and child abuse (Veilig Thuis);
- e. deciding: offer help yourself or organise help/report.

(art 1.51a par 1, 2, 3 and 5 Dutch law on childcare; art 14 par 1 under a and 2 Decision quality childcare)

The holder stimulates the knowledge and use of the reporting code.

(art 1.51a par 4 Dutch law on childcare)

The holder stimulates the knowledge and use of the course of action that, if the holder learns that an employee of the organisation might be committing or might have committed a crime against morality or abused a child of a parent who uses the care offered by them, the holder immediately consults with the confidential inspector childcare. If it appears from this consultation that the suspicion a person has committed such an offence is reasonable, the holder of the childcare centre immediately files a police report with an investigating officer and informs the confidential inspector childcare.

(art 1.51b par 1, 2 and 5 Dutch law on childcare)

The holder stimulates the knowledge and use of the course of action that, if an employee of the holder's organisation learns that another employee of the holder might be committing or might have committed a crime against morality or abused a child of a parent who uses the care offered by them, he immediately informs the holder of the childcare centre of this. If the person who needs to be informed of the suspicion is the holder themselves, article 1.51c par 1 and 2 Dutch law on childcare applies.

(art 1.51b par 3, 4 and 5 Dutch law on childcare)

The holder stimulates the knowledge and use of the course of action that, if an employee of the organisation learns that the natural person who is the holder might have committed a crime against morality or abused a child who uses the care offered by the holder, the employee consults the confidential inspector childcare and, in case of reasonable suspicion, files a police report with an investigating officer who is appointed to do so.

(art 1.51c Dutch law on childcare)

## Accommodation

### Requirements for space

The inside and outside spaces for the children during the childcare hours are safe, accessible and fittingly decorated in accordance with the number of children and their ages.  
(art 1.50 par 1 and 2 Dutch law on childcare; art 19 par 1 Decision quality childcare).

A childcare centre has at least 3.5m<sup>2</sup> of space to play inside per child present at the childcare centre.  
(art 1.50 par 1 and 2 Dutch law on childcare; art 19 par 2 Decision quality childcare)

A childcare centre has at least 3m<sup>2</sup> of regular space to play outside per child present at the childcare centre. The space to play outside is preferably adjacent to the childcare centre. In the case that an outside playing space is not adjacent, it is in direct proximity to the childcare centre and safely accessible for the children.  
(art 1.50 par 1 and 2 Dutch law on childcare; art 19 par 3 Decision quality childcare)

## Right of parent

### Information

The holder informs the parents and all who request to be informed, about the policy as described in article 1.48d up until 1.57d of the law.  
(art 1.54 par 1 Dutch law on childcare)

The holder informs parents and staff of the inspection report by placing it on their own website, somewhere easy to find, as quickly as possible after receiving it. If there is no website, the holder will leave a copy of the inspection report, which may be read, somewhere accessible for parents and staff.  
(art 1.54 par 2 and 3 Dutch law on childcare)

The holder adequately makes the parents aware of the possibility to bring disputes to the arbitration board.  
(art 1.57c par 2 Dutch law on childcare)

The holder explicitly informs the parents about the times at which less professional staff members are deployed than required based on the number of present children, as well as the times at which this will not happen in any case and thus the assignment of the minimum number of professional staff members based on the staff-to-child ratio is met.  
(art 1.50 par 2 Dutch law on childcare; art 12 par 4 Decision quality childcare)

### Parents' committee

The holder has established a regulation parents' committee six months after the registration, unless no parents' committee has been established on grounds of article 1.58, second paragraph.  
(art 1.46 par 2, 1.58 par 2 and 1.59 par 1 Dutch law on childcare)

The regulation for the parents' committee includes at least rules regarding:  
- the number of members;  
- the way members are elected;  
- the length of the members' term.  
(art 1.59 par 2 Dutch law on childcare)

The regulation for the parents' committee contains no rules regarding the procedure of the parents' committee.  
(art 1.59 par 3 Dutch law on childcare)

The holder changes the regulation for the parents' committee after approval from the parents' committee. (art 1.59 lid 5 Wet kinderopvang)

## Complaints and disputes

The holder establishes a procedure for the processing of complaints about:

- behaviour of the holder or an employee of the holder towards a parent or child;
- the agreement between the holder and the parent.

(art 1.57b par 1 Dutch law on childcare)

The procedure is documented in writing and requires that the parent files the complaint with the holder in writing and that the holder:

- carefully investigates the complaint;
- keeps the parent up-to-date about the progress of the processing as much as possible;
- resolves the complaint as quickly as possible, taking into consideration its nature;
- resolves the complaint not later than six weeks after it was filed with the holder;
- gives the parent a verdict on the complaint in writing and with arguments;
- sets a time limit in the verdict within which potential measures will be taken.

(art 1.57b par 2 Dutch law on childcare)

The holder adequately makes the parents aware of the complaints procedure aimed at parents and its changes, and acts in accordance with this complaints procedure.

(art 1.57b par 3 Dutch law on childcare)

The holder of a childcare centre is affiliated with an arbitration board, recognised by the minister of security and justice, for processing:

a. disputes between holder and parent about:

- behaviour of the holder or employees of the holder towards parent or child;
- the agreement between the holder and the parent.

b. disputes between holder and parents' committee about the implementation and execution of the legal right of consultation.

(art 1.57b, 1.57c par 1 and 1.60 Dutch law on childcare)

## Data childcare centre

### Data childcare centre

Name of the facility : Big Ben Kids Kijkduin  
Website : <http://www.zokinderopvang.nl>  
Chamber of Commerce number : 000036504726  
Number of child places : 33

### Data holder

Name holder : Zo Kinderopvang Holding B.V.  
Address holder : Scheveningseweg 46  
Postal code and city : 2517 KV 's-Gravenhage  
Chamber of Commerce number : 68027265  
Member of arbitration committee : Yes

## Data supervisor

### Data supervisor (GGD)

Name of the GGD : GGD Haaglanden  
Address : Postbus 16130  
Postal code and city : 2500 BC 's-Gravenhage  
Telephone number : 070-3537224  
Inspection conducted by : J. van Buren

### Data commissioner (municipality)

Name of the municipality : The Hague  
Address : Postbus 12652  
Postal code and city : 2500 DP 'S-GRAVENHAGE

### Planning

Date of inspection : 06-07-2018  
Drawing up concept inspection report : 30-08-2018  
Vision holder : 07-09-2018  
Determination inspection report : 10-09-2018  
Sending inspection report to holder : 11-09-2018  
Sending inspection report to municipality : 11-09-2018  
Publishing inspection report : 02-10-2018

## Appendix: Vision holder childcare centre

The vision concerns a reaction of the holder to the content of the inspection report.

On 7 September 2018, the manager indicated per e-mail that they would not send in a vision in response to this concept report.