

Inspection report

Kidz Ahoy Daycare (KDV)

Binnendijk 27

8244 AA Lelystad

Registration number 204472106

Supervisor:	GGD Flevoland
Commissioned by the municipality:	Lelystad
Inspection date:	January 27, 2025
Type of research:	Annual survey
Status:	Final
Date of approval of inspection report:	10-02-2025

Table of contents

The investigation.....	3
Research design	3
Consideration	3
Advice to the Municipal Executive.....	4
Observations and findings.....	5
Pedagogical climate	5
Staff and groups	9
Parental rights.....	12
Overview of tested inspection items	15
Pedagogical climate	15
Staff and groups	16
Parental rights	17
Data provision.....	20
Reception data	20
Holder details.....	20
Data surveillance	20
Data of supervisory authority (GGD)	20
Client details (municipality).....	20
Planning	20
Appendix: Viewpoint of childcare center holder.....	22

The research

Research design

This investigation was conducted pursuant to Article 1.62, paragraph 2 of the Childcare Act. It concerns an unannounced annual investigation.

In this study, several topics from the Childcare Act were assessed. An overview of the assessed inspection items can be found at the back of the report.

The supervisory authority carried out the following inspection activities:

- document research;
- site visit;
- conversation with the professionals and the location manager.

In the report, the supervisor provides an explanation of the assessed topics in each chapter. The introduction to the chapter states which topics the supervisor assessed during this investigation.

Reflection

Judgement:

This annual survey shows that KDV Kidz Ahoy meets the assessed requirements.

Annual survey

Kidz Ahoy Daycare was visited on Monday, January 27, 2025, for the annual inspection. The daycare center was not notified of the visit in advance. During the visit, the inspector spoke with the professionals present, the site manager, and the policy officer/coach. The inspector observed the pedagogical practice. Documents were also requested and reviewed.

The following domains have been investigated:

- Pedagogical climate
- Staff and groups
- Parental rights

An impression of the atmosphere on location

The assessment takes place on a Monday morning. All five core groups are open. In the toddler groups, the children are sitting at the table for fruit time. Afterwards, they gather in a circle; one group is celebrating a birthday, while another group is doing an activity related to the theme 'winter'. In the infant group, the children are being changed. Then they go for free play. The staff member sits on the floor with the children and supervises their play. In the baby groups, several babies are sleeping. One baby is playing on the floor. Other babies go outside to play for a while. After playing outside, they go to the table to eat a sandwich.

There is a relaxed atmosphere at the location. The professionals pay attention to the children and speak to them using language appropriate to their age.

General information

Daycare (KDV) Kidz Ahoy is located at Binnendijk 27 in Lelystad. In addition to this location, Kinderopvang Kidz Ahoy has an out-of-school care (BSO) location at primary school De Sluis in Lelystad-Haven. KDV Kidz Ahoy has been registered in the National Childcare Register (LRK) since February 2013 with 56 childcare places. KDV Kidz Ahoy has five groups: two baby groups,

one toddler group and two preschool groups. The daycare is open from Monday to Friday during all sessions.

Inspection history

In recent years, the following studies have been conducted:

- 01-05-2024. Annual inspection. Following the remedial offer, not all violations are fully rectified. The connection cannot be restored prior to the start of the works. Recommendation: No enforcement.
- 13-09-2023. Annual review. Following the remedial offer, the assessed requirements are met. Recommendation: No enforcement.
- 02-08-2022. Annual review. Following the remedial offer, the assessed requirements are met. Recommendation: No enforcement.

Structure of the inspection report

This inspection report is divided into various chapters, which we call domains. Each domain is further subdivided into various sections. For each section, it is described whether the requirements have been met. At the end, there is a list of the requirements that have been assessed.

The holder has been given the opportunity to submit a response to the report. We call this response a view. If a view is present, it is included at the back of the report.

Advice to the Municipal Executive

No enforcement.

Observations and findings

Pedagogical climate

In the chapter 'Pedagogical climate', the supervisor assesses the following topics:

- pedagogical policy;
- pedagogical practice.

Below, the assessment and an explanation from the supervisor are listed by topic.

Pedagogical policy

Judgement:

The required topics are sufficiently described in the pedagogical policy plan of KDV Kidz Ahoy. In practice, the professionals work in accordance with the described policy.

The professionals work with the Kidz Ahoy Pedagogical Policy Plan version 2025.

The pedagogical policy plan contains a clear description of:

- Providing responsible day care.
- The way in which the child's development is monitored and stimulated. And the steps taken in the event of developmental peculiarities.
- How the transition to primary school and out-of-school care works when children turn 4.
- The implementation of the mentorship.
- The settling-in policy when children are new to the group.
- The working method, maximum size, and age structure of the groups.
- How many professionals there are relative to the number of children present.
- The organization of childcare when fewer professional staff are allowed to be present.
- The organization of activities where children can leave the group or group room.
- The policy regarding requesting an extra childcare day.
- The tasks that interns and/or volunteers can perform. And how they are supervised in doing so.
- How emotional safety is provided when the regular professional is absent.

Work according to the described policy

The supervisor asks the professionals present questions about the pedagogical policy. The professionals are sufficiently familiar with the basic pedagogical objectives from the pedagogical policy plan.

From the conversation with the professionals and the minutes of the team meeting, it is evident that the pedagogical policy and working methods are regularly discussed.

Examples seen in practice:

- The pedagogical staff talk to the children at eye level so that they are equal to the children.
- Work is carried out with a fixed structure and regularity.
- The pedagogical staff member encourages the children in their interaction with one another.
- With the babies in the group, the parents' wishes regarding eating and sleeping schedules are taken into account as much as possible.

Remark:

The pedagogical policy plan includes a great deal of information on topics that do not need to be described in this plan. Such as the code of conduct, the parent committee regulations, administering medication, and the complaints procedure. As a result, the pedagogical policy plan is a document of 73 pages. Describing only the legally established conditions regarding the **pedagogical** policy would increase readability.

Pedagogical practice

Judgement:

The provider ensures adequate pedagogically sound childcare.

The way the pedagogical observation was conducted is described below:

When observing pedagogical practice, the supervisor uses the 'Field Instrument for the Observation of Pedagogical Practice' of June 2023. The supervisor describes the pedagogical practice by quoting a sentence from this observation instrument and subsequently describing an example from practice. The observation instrument is based on the definition of 'responsible childcare' as described in the Childcare Act.

The observation instrument consists of 4 parts: a)

Emotional safety

b) Personal competence

c) Social competence

d) Norms and values

The supervisor bases the assessment on the described examples and other signals that the supervisor receives during the observation.

Below follows a description of the pedagogical observations:

The supervisor observed the pedagogical practice at various times: during eating and drinking, during an activity, and during free play.

a) Emotional safety Quote:

Drop off/pick up (0-4)

*The professionals welcome both the parents and the child **at personal way** Parents may their child(ren) **in the group room** Drop-off and pick-up. Parents have the opportunity to speak to classmates and see what the child has been doing that day.*

Observation group Little Pirates (2-4 years):

A parent comes to drop off her child. The professional present is alone in the group and is just changing a child's diaper. She lets the parent and child know that she has seen them; "Is everything okay, X? Did you have a nice weekend?" she asks. The professional mentions that she will be right with them. When the professional has finished changing the diaper, she goes over to the mother and child. The mother gives a brief handover, after which the professional takes the child from the mother. They wave goodbye to the mother, and the professional says once again; "How nice that you're here!"

Quote:

In contact (0-1)

The professionals alternate rest and activity in an appropriate manner for each baby, always with him in contact stay or keep sight.

Observation Ketelbinkies (0-2 years):

In the group room, there is one staff member and one baby present. The baby is lying relaxed on the floor playing. Another baby is lying in bed, and a few children are playing outside. When the children come back inside, the staff member asks: "Was it fun outside? Come back inside now, and we'll have a sandwich!"

The professionals describe their actions towards the children, for example:

- Now we're going to clean your hands, and then your face.
- I am going to put on the bibs now.

b) Personal competence Quote:

Language Enrichment (0-4)

*The daily program always includes activities aimed at and/or encouraging **language enrichment**(reading aloud, language games, songs, rhyme, verbalizing experiences).*

Captains' Observation (2-4 years):

The children sit at the table with the professionals for the fruit time. The professional names the types of fruit available, and the children take turns indicating what they would like to eat. The professional then brings out an orange. She says, "I have an orange lying around too; who knows what color the orange is?" Together, they look at the orange. The professional asks if the children can see how juicy it is and if they can already smell the orange. Afterwards, the children are allowed to taste a piece of orange.

Observation Little Pirates (2-4 years):

The children take a chair and sit in a circle. Various songs are sung during the circle. During the first song, all the children take a turn and may say who is sitting next to them. Together they count to 10. Afterwards, they look at the days of the week and the color of the corresponding day. The staff member asks the children to look outside to see what the weather is like. The children participate actively.

c) Social competence

Quote:

Playing together, learning together (1-4)

*The professionals set **targeted activities and materials** in order to let children play together. In an appropriate manner (without disrupting) **ways** her children **on each other's capabilities**. The group as a whole is utilized for **shared experiences**(rituals, group discussion, imitation).*

Observation Little Sailors (1-3 years):

During the observation, the professional works alone with the group. She changes the children's diapers one by one while they play freely. When she has finished changing them, she sits down on the floor with the children. A child approaches with a piece of a car track. "Shall we make a car track together?" the professional asks the children. The children all sit around her. Taking turns, they give a piece to the professional or try to attach a piece to it themselves. The professional names what the children are doing and helps them where necessary.

d) Norms and values

Quote:

Leave proximity/space (0-4)

*The interactions between professionals and the child align with needs. Children learn to make contact with each other and to read each other's behavioral signals (proximity versus giving space). The interactions are **friendly and warm**.*

Observation:

In the various groups, sufficient attention is paid to the needs of the children. For example:

- The professionals sit at the table with the children. Little conversations are being held with each other.
- When a professional wants to change X's diaper, she says she wants to use the potty. The professional says, "Then I will set the potty down for you!"
- A little child runs away when the professional wants to change his diaper. She runs after him and says with a laugh, "Little rascal!"
- A child who hasn't been attending daycare for very long is rocked to sleep. The caregiver stays with her until she falls asleep.
- X finishes her sandwich very quickly and shows the empty plate to the staff member. The staff member says with a laugh, "Wow, you're fast! I can't spread that much. I'll just make a sandwich for Y, and then it's your turn again."

Sources used

- Conversation with site manager (C. Loiaconi)
- Meeting with professional(s) (8 professionals present)
- Conversation with pedagogical policy officer(s) (N. Kok)
- Observation (Pedagogical practice, indoor and outdoor space)
- Field instrument for observing pedagogical practice
- Pedagogical policy plan (Kidz Ahoy 2025)
- Minutes of the team meeting January 2025

Staff and groups

In the chapter 'Personnel and groups', the supervisor assesses the following topics:

- Certificate of Conduct and Childcare Personnel Register;
- training requirements;
- deployment of pedagogical policy officer.

Below, the assessment and an explanation from the supervisor are listed by topic.

Certificate of Conduct and Childcare Personnel Register

Judgement:

The holder ensures the timely registration and linking of persons in the Childcare Personnel Register (PRK).

This is evident from the findings below:

Holder

The holder is registered in the Trade Register as a sole proprietorship. The holder holds a Certificate of Conduct for a natural person. The registration in the PRK and the Certificate of Conduct check are in order.

Staff

The check of the PRK shows that the following employees are registered in the PRK:

- The 8 professionals present
- The domestic worker
- The intern
- The policy officer/coach

The employees are linked to the holder. After being linked to the holder, they started their work.

Educational requirements

Judgement:

The professionals and the pedagogical policy officer/coach hold an appropriate diploma. The professionals meet the requirements for infant care training and the IKK language requirement.

This is evident from the findings below:

Professional diploma

The supervisor has reviewed the diplomas of the professionals present. The professionals hold an appropriate diploma.

The four professionals present who work with 0-year-olds have received targeted infant training. This is evident from the evidence received.

IKK Language Requirement

The eight professionals present meet the IKK Language Requirement. This is evident from the supporting documents received.

Diploma in Pedagogical Policy Officer/Coach

The supervisor has reviewed the diploma of the pedagogical policy officer/coach (PBM). The PBM holds an appropriate diploma.

Deployment of pedagogical policy officers

Judgement:

The holder has correctly calculated the number of hours that the pedagogical policy officer (PBM) must be deployed in 2025. The holder has documented the allocation of hours for 2025 in writing. This allocation of hours is transparent to parents and professionals. All professionals have received coaching.

This is evident from the findings below:

Calculation of hours

The holder arrives at the following calculation:

	50 hours x number childcare centers	10 hours x number of FTE pedagogical staff	Sum (of 50 hours x number of childcare centers + 10 hours x number of FTEs) = minimum hours commitment
2025	$50 \times 2 = 100$	$10 \times 15.23 = 152.30$	$100 + 152.30 = 252.30$ hours

The holder has made this calculation using the correct calculation rules.

The data used for this have a reference date of January 1 of that year. The number of childcare centers in the calculation corresponds to the number in the National Childcare Register.

Use of PPE

One PBM is employed at KDV Kidz Ahoy. The PBM is responsible for drafting and implementing the pedagogical policy and for the pedagogical coaching of professionals. Based on the conversation with the professionals and the submitted document 'deployment of coaching hours 2024', it appears that the PBM was deployed for the mandatory number of hours in 2024.

Distribution of hours across locations

The distribution of hours across the holder's various locations is described in the document 'Coaching Deployment Kidz Ahoy 2025'. The hours are split into coaching hours and policy hours. For this daycare center, 50 policy hours and 132 coaching hours have been calculated.

The breakdown of hours is transparent for professionals and parents because the document has been posted on the website.

Coaching for every professional

The professionals present received pedagogical coaching from the PBM. This is evident from the conversation. Coaching was provided by:

- Coaching on the job
- Individual sessions
- For specific questions from professionals, for example regarding actions and/or behavior.
- Input during the team meeting or group discussion.

The PBM does not work as a professional within the group themselves. Therefore, the PBM is not required to receive coaching.

Sources used

- Meeting with professional(s) (8 professionals present)
- Proof of completed baby training (Present professionals in baby groups)
- Diploma/qualification of professional(s) (Professionals present)
- Diploma/qualification pedagogical policy officer(s)
- Proof 3f language level of professional(s) (8 professionals present)
- Childcare Personnel Register (27-01-2025)
- Certificate of Conduct verification holder (27-01-2025)
- Calculation of pedagogical policy officer(s) (Coaching deployment Kidz Ahoy 2025)
- Overview of deployment of pedagogical policy officer(s) (Deployment of coaching hours 2024)

Parental rights

In the chapter 'Parental Rights', the supervisor assesses the following topics:

- information;
- parents' committee;
- complaints and disputes.

Below, the assessment and an explanation from the supervisor are listed by topic.

Information

Judgement:

The provider adequately informs parents about the policy and the latest inspection report.

Parents are informed about the Childcare Disputes Committee.

This is evident from the following findings:

The policy

Sufficient information for parents can be found on the KDV Kidz Ahoy website. For example, regarding the pedagogical policy plan, pedagogical coaching, and rates. Parents also have a login to a parent portal.

The inspection report

The latest inspection report can be found on the website.

The Childcare Disputes Committee

On the website, the provider informs parents about affiliation with the Childcare Disputes Committee, as information regarding this is included in the complaints procedure listed on the website.

Parents' Committee

Judgement:

The daycare center has a Parent Committee (PC). The provider has established regulations for the PC.

The regulations meet the requirements. The PC consists of parents of the children being cared for.

The PC determines its own working methods.

This is evident from the following findings:

Regulations

The holder adopted regulations for the Committee 6 months after the registration of the daycare center. The regulations contain information about:

- the number of members;
- the way in which the members are elected;
- how long members may be members.

The regulations contain no rules regarding the working methods of the OC. The holder only amends the regulations if the OC agrees.

Composition of the OC

Daycare staff members are not members of the Parent Committee. The three members are parents of children attending the daycare and are elected by other parents of the daycare.

The supervisor sent a questionnaire to the Parent Committee (OC) of KDV Kidz Ahoy to obtain more information. The OC completed this questionnaire and returned it to the supervisor on February 5. The questionnaire indicates that the OC members are satisfied with the childcare at KDV Kidz Ahoy and the information provided by the operator. The OC members indicate that they are insufficiently informed about the Parent Committee regulations.

The supervisor has requested the latest minutes of the parents' committee. The holder indicates the following via email (28-01-2025); *Over the past year, the OC members indicated that they did not wish for an in-person meeting. We therefore provide policy and, for example, tariff changes via email so that they can respond. In December, we again indicated that we would like to schedule a new meeting in February, this time in person. I have therefore not included minutes, but I have included a document containing the email correspondence regarding this matter.*

Remark

Article 1.60

- *The holder of a childcare centre or of a childminder agency shall in any event give the parents' committee the opportunity to provide advice on any proposed decision regarding: matters of nutrition of a general nature and the general policy in the field of upbringing, safety or health;*
- *The holder of a childcare centre or of a childminder agency shall consult with the parents' committee at least once every 12 months regarding the implementation of the pedagogical policy yet to be introduced and regarding the pedagogical policy already in place, referred to in Article 1.50, first paragraph, and Article 1.56, first paragraph, respectively, in conjunction with Article 1.56b, first paragraph.*

The holder cannot demonstrate that consultation has taken place with the OC regarding the above-mentioned topics in the past 12 months. Even if no physical meetings take place, the holder must demonstrate, by means of a report/minutes, which points are discussed. An agreement based on an email does not constitute advice.

- *After the inspection report referred to in Article 1.63, paragraph 1, has been adopted by the supervisor, the holder of a childcare centre or childminder agency shall discuss this report with the parents' committee.*

It cannot be demonstrated that the 2024 inspection report was discussed with the OC members.

The holder must be able to demonstrate during a subsequent inspection that the above points have been discussed with the Parent Committee (OC) and that they are aware of working with and in accordance with Parent Committee regulations.

Complaints and disputes

Judgement:

The holder has established an internal complaints procedure in writing. The holder brings the complaints procedure to the attention of parents and operates in accordance with this complaints procedure.

The holder prepares an annual report if complaints have been received. The holder sends the annual report to the supervisor on time and brings the annual report to the attention of the parents.

The provider is affiliated with the Childcare Disputes Committee.

This is evident from the following findings:

The internal complaints procedure

The holder has drawn up a complaints procedure and recorded it in writing. The complaints procedure states that a parent must submit a complaint in writing. The complaint may concern the agreement with the holder or the behavior of the holder or an employee.

The complaints procedure has the correct content.

The complaints procedure states that the holder:

- investigates the complaint with due care;
- keeps the parent informed of the treatment as much as possible;
- handles the complaint as soon as possible;
- handles the complaint within 6 weeks;
- informs the parent in writing about the assessment;
- describes a clear period in the assessment within which measures will be taken.

The holder informs parents about the complaints procedure

The provider informs parents about the complaints procedure by having it published on the Kidz Ahoy website. A copy of the complaints procedure is enclosed with the general information provided during the intake.

Annual Report

The holder indicates that no written complaints were received in 2023. In that case, preparing an annual complaints report is not mandatory.

Affiliation with the Childcare Disputes Committee

The holder has been affiliated with the Childcare Disputes Committee since 23-02-2016.

Sources used

- Parent Committee Questionnaire
- Complaints Procedure (KidzAhoy Complaints Procedure)
- Complaint-free letter The Childcare Disputes Committee (2023)
- Affiliation with the Childcare Disputes Committee (LRK)
- Parents' Committee Regulations (Version July 2024)
- Overview of the composition of the parents' committee (Kidz Ahoy)
- Request for advice from parents/parents' committee (Rates 2025)
- Information material for parents
- Website (<https://www.kidz-ahoy.nl/>)
- Newsletter (October 2024, Saint Nicholas and Christmas 2024)

Overview of tested inspection items

Pedagogical climate

Pedagogical policy

The childcare center has a pedagogical policy plan. The owner of a childcare center ensures that day care is conducted in accordance with the pedagogical policy plan.

(Article 1.49 paragraphs 1 and 2 and Article 1.50 paragraphs 1 and 2 of the Childcare Act; Article 3 paragraph 1 of the Childcare Quality Decree)

The pedagogical policy plan contains at least a concrete description of how aspects of responsible day care, as referred to in Article 2 of the Childcare Quality Decree, are implemented.

(Article 1.50, paragraph 2, Childcare Act; Article 3, paragraph 2, under a, Childcare Quality Decree)

The pedagogical policy plan contains at least a concrete description of the manner in which the child's development is monitored and stimulated, striving for a continuous developmental trajectory with primary education and out-of-school care, addressing in any case the manner in which:

- with the parents' consent, knowledge regarding the child's development is transferred to the school upon the child's transition to primary education and to out-of-school care upon the child's transition to out-of-school care;
- peculiarities in the child's development or problems are identified and parents are referred to appropriate agencies for further support.

(Article 1.50, paragraph 2, Childcare Act; Article 3, paragraph 2, sub b, Childcare Quality Decree)

The pedagogical policy plan contains at least a concrete description of the manner in which the mentor periodically discusses the information obtained regarding the child's development with the parents, and the manner in which the parents and the child are informed which professional is the child's mentor.

(Article 1.50, paragraph 2, Childcare Act; Article 3, paragraph 2, under c, Childcare Quality Decree)

The pedagogical policy plan contains at least a concrete description of the working method, maximum size, and age structure of the core groups, as well as the manner in which the staff-to-child ratio is met, at least through staffing.

(Article 1.50, paragraph 2, Childcare Act; Article 3, paragraph 2, under d, Childcare Quality Decree)

The pedagogical policy plan contains at least a concrete description of how children can acclimate to a new core group in which they will be placed.

(Article 1.50, paragraph 2, Childcare Act; Article 3, paragraph 2, under e, Childcare Quality Decree)

The pedagogical policy plan contains, where applicable, a concrete description of the frameworks within which justified deviations from the required staffing levels are permitted for no more than three hours per day, provided that at least half of the required number of professionals are deployed.

(Article 1.50 paragraph 2 and 1.60c paragraph 1 of the Childcare Act; Article 3 paragraph 3 under a of the Childcare Quality Decree)

The pedagogical policy plan contains, where applicable, a concrete description of the nature and organization of the activities during which children may leave the homeroom or homeroom.

(Article 1.50, paragraph 2 of the Childcare Act; Article 3, paragraph 3, sub b of the Childcare Quality Decree)

The pedagogical policy plan contains, where applicable, a concrete description of the policy regarding the use of day care during additional half-days.

(Article 1.50, paragraph 2 of the Childcare Act; Article 3, paragraph 3, under c of the Childcare Quality Decree)

The pedagogical policy plan contains, where applicable, a concrete description of the tasks that trainees, interns, and volunteers in day care may perform, and the manner in which they are supervised in doing so.

(Article 1.50, paragraph 2 of the Childcare Act; Article 3, paragraph 3, under d of the Childcare Quality Decree)

The pedagogical policy plan contains, where applicable, a concrete description of how the emotional safety and stability of the children concerned are ensured when there is a deviation from the requirement that at least one permanent professional be present in the core group each day.

(Article 1.50, paragraph 2 of the Childcare Act; Article 3, paragraph 3, under e and Article 9a of the Childcare Quality Decree)

Pedagogical practice

In the context of providing responsible day care, the holder of a childcare centre shall in any event ensure that, taking into account the developmental stage of the children:

- a. children are treated in a sensitive and responsive manner, respect for children's autonomy is shown, and boundaries are set and structure is provided for children's behavior, so that children can feel emotionally safe and secure;
- b. children are challenged through play in the development of their motor skills, cognitive skills, language skills, and creative skills, in order to enable children to function increasingly independently in a changing environment;
- c. children are guided in their interactions, whereby they are taught social knowledge and skills through play, in order to enable children to build and maintain relationships with others increasingly independently;
- d. Children are encouraged to become acquainted with generally accepted values and norms in society in an open manner, with a view to respectful interaction with others and active participation in society.

(Art. 1.49 paragraphs 1 and 2 and 1.50 paragraphs 1 and 2 of the Childcare Act; Art. 2 of the Childcare Quality Decree)

Staff and groups

Certificate of Conduct and Childcare Personnel Register

Are in possession of a Certificate of Conduct:

- a. the holder or intended holder of a childcare centre and the director, partner, associate or manager of that childcare centre;
- b. the participating parent;
- c. the persons who, on the basis of an employment contract with the holder or with a temporary employment agency, are or will be employed during childcare hours at the location of an enterprise with which the holder operates a childcare centre and where children are cared for;
- d. the persons who, on the basis of another agreement with the holder, are or will be structurally employed during childcare hours at the location where children are cared for;
- e. the persons who, by virtue of their position, have or will have access to information about the children being cared for;
- f. the persons aged 18 and older who reside at the residential address where a childcare centre is established

16 of 22

have or will have their principal residence, or who are or will be structurally present during childcare hours at the childcare center located at a residential address.

As far as natural persons are concerned, everyone as referred to in parts a through f is registered in the childcare personnel register and linked to the holder.

(Article 1.50 paragraph 3 and 1.48d paragraph 3 of the Childcare Act)

After the registration of a person as referred to in Article 1.50, paragraph 3 of the Act in the Childcare Personnel Register and after being linked to the holder, the person may commence his or her activities.

(Article 1.48d paragraph 3 and 1.50 paragraph 4 of the Childcare Act)

Educational requirements

Professionals possess appropriate training as included in the most recently commenced Collective Labour Agreement for Childcare.

(Article 1.50 paragraphs 1 and 2 and 1.60c paragraph 2 of the Childcare Act; Article 6 paragraphs 1, 2 and 19a of the Childcare Quality Decree; Article 7 paragraph 1 of the Childcare Act Regulation)

Pedagogical policy officers possess qualifications appropriate for the duties, as included in the most recently commenced Collective Labour Agreement for Childcare.

(Article 1.50, paragraphs 1 and 2 of the Childcare Act; Article 6, paragraphs 3 and 4 of the Childcare Quality Decree; Article 7, paragraph 2 of the Childcare Act Regulation)

The holder of a childcare centre possesses a copy of a document proving that a Dutch-speaking professional meets the IKK language requirement.

(Article 1.50, paragraphs 1 and 2 of the Childcare Act; Article 6, paragraphs 1, 2 and 19a of the Childcare Quality Decree; Article 7, paragraph 3 of the Childcare Act Regulation)

Deployment of pedagogical policy officers

The holder of the childcare centre assigns the pedagogical policy officer the required number of hours to coach professionals in the performance of their duties and the development and implementation of pedagogical policy intentions. The minimum number of hours of assignment is determined annually on the basis of the calculation rules in the decree.

(Article 1.50, paragraphs 1 and 2, and Article 1.60c, paragraph 1, of the Childcare Act; Article 8, paragraphs 1 and 2, of the Childcare Quality Decree)

If the operator of a childcare centre operates more than one, the operator determines annually the manner in which the mandatory minimum number of hours for which pedagogical policy officers are deployed is distributed among the various childcare centres, and records this in writing so that it is transparent to the professionals and parents. The operator structures the distribution in such a way that every professional receives annual coaching in the performance of their duties.

(Article 1.50 paragraphs 1 and 2 and Article 1.60c paragraph 1 of the Childcare Act; Article 8 paragraph 3 of the Childcare Quality Decree)

Parental rights

Information

The holder of a childcare centre informs the parents and anyone requesting it about the policy to be pursued as described in Articles 1.48d to 1.57d of the Act.

(Article 1.54, paragraph 1 of the Childcare Act)

The holder of a childcare centre informs parents and staff about the inspection report by posting it on their own website in an easily accessible location as soon as possible after receipt. If no website exists, the holder makes a copy of the inspection report available for inspection in a place accessible to parents and staff.

(Article 1.54 paragraphs 2 and 3 and 1.60c paragraph 1 of the Childcare Act)

The holder of a childcare centre appropriately draws the parents' attention to the possibility of submitting disputes to the Disputes Committee.

(Article 1.57c, paragraph 2 of the Childcare Act)

Parents' Committee

The holder of a childcare centre has adopted regulations for the parent committee six months after registration, unless no parent committee has been established pursuant to Article 1.58, paragraph 2.

(Article 1.46 paragraph 2 and 1.58 paragraph 2 and 1.59 paragraph 1 of the Childcare Act)

The regulations for the parents' committee include, in any case, rules regarding:

- the number of members;
- the manner in which the members are elected;
- the term of office of the members.

(Article 1.59, paragraph 2 of the Childcare Act)

The regulations for the parents' committee do not contain rules regarding the working methods of the parents' committee.

(Article 1.59, paragraph 3 of the Childcare Act)

The holder of a childcare centre amends the regulations for the parents' committee after the consent of the parents' committee.

(Article 1.59, paragraph 5 of the Childcare Act)

Six months after registration, the holder has established a parents' committee for the childcare centre, whose task is to advise the holder of a childcare centre on the subjects referred to in Article 1.60 of the Act. Notwithstanding this, a combined parents' committee may be established for multiple childcare centres if the holder operates more than one childcare centre in the same or an adjacent building.

OR

The obligation to establish a parents' committee does not apply because it concerns a childcare center caring for a maximum of 50 children and the provider has demonstrably made sufficient efforts to establish a parents' committee.

(Article 1.58 paragraphs 1 and 2 and 1.58a paragraph 1 of the Childcare Act)

Persons employed at the childcare center are not members of the parents' committee.

(Article 1.58 paragraph 5 and 1.60c paragraph 2 of the Childcare Act)

The members of the parents' committee are elected from and by the parents whose children are cared for in the childcare center. In the case of a combined parents' committee, it consists of at least one parent per individual childcare center.

(Article 1.58 paragraph 4 and 1.58a paragraph 3 of the Childcare Act)

The parents' committee determines its own working methods.

(Article 1.58, paragraph 6 of the Childcare Act)

Complaints and disputes

The holder of a childcare centre makes arrangements for the handling of complaints regarding:

- conduct of the holder or persons working for the holder towards a parent or child;
- the agreement between the holder and the parent.

(Article 1.57b paragraph 1 and 1.60c paragraph 1 of the Childcare Act)

The regulation is laid down in writing, provides that the parent submits the complaint in writing to the holder of a childcare centre and that the holder:

- carefully investigates the complaint;
- keeps the parent informed of the progress of the treatment as much as possible;
- handles the complaint as soon as possible, taking into account its nature;
- handles the complaint no later than six weeks after submission;
- provides the parent with a written and reasoned opinion on the complaint;
- sets a concrete period in the judgment within which any measures will be implemented.

(Article 1.57b, paragraph 2 of the Childcare Act)

The holder of a childcare centre brings the complaints procedure for parents and any amendments thereto to the attention of parents in an appropriate manner and acts in accordance with this complaints procedure.

(Article 1.57b, paragraph 3 of the Childcare Act)

The holder of a childcare centre is affiliated with the Childcare Disputes Committee for the handling of:

- a. disputes between holder and parent regarding:
 - conduct of the holder or persons working for the holder towards parent or child;
 - the agreement between the holder and the parent;
- b. disputes between the holder and the parents' committee regarding the application and implementation of the Statutory Right of Advice.

(Articles 1.57b, 1.57 paragraph 1, 1.60 and 1.60c paragraph 1 of the Childcare Act)

Data provision

Reception data

Name of facility	: Kidz Ahoy Daycare
Chamber of Commerce registration number	: 000026142929
Number of child places	: 56
Subsidized preschool education	: No

Data holder

Name holder	: CK Loiaconi
Chamber of Commerce number	: 83355081
Affiliation with the disputes committee	: Yes

Data surveillance

Data of supervisor (GGD)

<small>Name of Municipal Health Service</small>	: GGD Flevoland
Address	: P.O. Box 1120
Postal code and city	: 8200 BC LELYSTAD
Phone number	: 088-0029910
Research conducted by	: L. van Marle

Client details (municipality)

Name of municipality	: Lelystad
Address	: P.O. Box 91
Postal code and city	: 8200 AB LELYSTAD

Planning

Inspection date	: 27-01-2025
Drafting a preliminary inspection report	: 05-02-2025
Holder's view	: 06-02-2025
Confirmation of inspection report	: 10-02-2025
Send inspection report to holder	: 10-02-2025
Send inspection report to municipality	: 10-02-2025
Public disclosure of inspection report	:

Appendix: Viewpoint of childcare center owner

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

Good day,

Thank you for sending the draft report. I am glad that everything is going so well, and it is very nice to read about the practice in this way!

Regarding the demonstrability of the discussed policy matters, we will address this and also bring it up with our Parent Committee during the upcoming meeting. We are surprised that feedback from parents via the questionnaire stated that they were unaware of any regulations, given that we received a signed set of regulations from all members with their signatures, and that we also submitted these during the last two inspections. We therefore believe that this is a misunderstanding and that they did not link the question to the correct document, since it is signed. We will also raise this issue during the upcoming meeting with the parents.

As far as we are concerned, the remark in the draft report is therefore not entirely correct, as it appears to be a misunderstanding on the part of the parents. In any case, we will address this at our next meeting to ensure clarity.

Kind regards, C. Loiaconi
and N. Kok