

Community Childcare Subvention Plus (CCSP) Saver Programme

Compliance Post Inspection Rectification Actions for Service Providers

Following a CCSP Compliance Inspection, Service Providers will receive a Compliance Notification, via the Hive, alerting them to the availability of the Compliance Report and outcomes. For each check conducted the inspection report will outline the:

- Final compliance outcome (Compliant or Minor / Moderate / Major Non-Compliant),
- Non-compliance outcome reasons,
- Required rectification action (if applicable) and
- Details of any comments and Compliance corrections

For non-compliant outcomes, the service will be required to take rectification action on the issue identified and make a commitment to comply with the CCSP requirements going forward. All rectification actions must be taken and reported on through the Hive within the required timeframe. This timeline will be outlined within the Compliance Report under the title 'Rectification Due' date. All rectification actions will then be verified and each non-compliant outcome will be determined as 'Rectified' or 'Not Rectified'.

Where a service fails to rectify a non-compliance outcome within the required timeframe, then a sanction may be imposed.

The table below outlines all possible non-compliant outcome reasons and the relevant rectification action which will be required of the service to ensure no sanctions are imposed.

The level of non-compliance is indicated in the table below by the asterisk Minor* / Moderate** / Major***.

	Non-Compliant Outcome Reasons	Rectification Action for Provider
PRE-REQUISITES		
1. ***	Service Provider did not facilitate the inspection – 1 st occurrence.	<ul style="list-style-type: none">• Facilitate future compliance inspections immediately.
2. ***	Service Provider did not facilitate the inspection – 2 nd occurrence.	<ul style="list-style-type: none">• No further Service Provider action is possible as this constitutes a serious Compliance infringement. A sanction may be applied.• Facilitate any future compliance inspections.

SERVICE CALENDAR		
3. *	Service Provider is not displaying the most up to date Calendar, as per the Hive, within the Service in an area accessible to parents.	<ul style="list-style-type: none"> • Display the most up to date calendar, as per the Hive, at the service immediately. • Upload photographic evidence on the Hive of the calendar on display, using the upload/create button, by the Rectification Due date. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
4. *	Service Provider has not published its most up to date Calendar, as per the Hive, on its online platforms.	<ul style="list-style-type: none"> • Publish the most up to date calendar, as per the Hive, on all online platforms maintained immediately. • Upload photographic evidence on the Hive of the calendar published online by the Rectification Due date (e.g. screenshot of calendar online and URL link) using the upload/create button. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
PARENTAL DOCUMENTS¹		
5.	Signed Parental Declaration not on file for all currently registered children selected for inspection.	<ul style="list-style-type: none"> • Ensure all Parental Declaration forms for all currently registered children are signed, dated and on file. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
6.	Signed Service Fees Information Letter not on file for all currently registered children selected for inspection.	<ul style="list-style-type: none"> • Ensure all Service Fees Information Letters for all currently registered children are signed, dated and on file. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.

¹ The categorisation of Compliant or Minor / Moderate / Major non-compliant for Parental Documents will be determined by the percentage of signed and dated Parental Documents available on-site for review.

- ≥ 90 -100% Compliant
- ≥ 70 -89% Minor non-compliant
- ≥ 50 -69% Moderate non-compliant
- ≤ 49 % Major non-compliant

FEES LIST		
7. *	The Service Provider is not displaying the most up to date Fees List, as per the HIVE, within the Service in an area accessible to parents.	<ul style="list-style-type: none"> • Display the most up to date fees list, as per the Hive, at the service immediately. • Upload photographic evidence on the Hive of the fees list on display in the service by the Rectification Due date. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
8. *	The Service Provider has not published its most up to date fees list, as per the HIVE, on all its online platforms.	<ul style="list-style-type: none"> • Publish the most up to date fees list, as per the Hive, on all online platforms maintained immediately. • Upload photographic evidence on the Hive of the fees list published online by the Rectification Due date (i.e. screenshot of fees list online and URL link) using the upload/create button. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
9. **	The fees list on the HIVE does not comply with programme requirements.	<ul style="list-style-type: none"> • Update fees list on the Hive immediately to comply with programme requirements and ensure correct/updated version is displayed in the service, and published online if applicable. • Upload photographic evidence on the Hive of updated fees list on display in the service, and published online if applicable by the Rectification Due date (e.g. screenshot of fees list displayed and URL link if applicable) using the upload/create button. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
FEES RECORDS		
10. **	Fee records are not available for inspection on site.	<ul style="list-style-type: none"> • Ensure all fee records for all registered children are available on-site immediately. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
11. **	Fee records are not adequate to allow compliance to be checked.	<ul style="list-style-type: none"> • Ensure all fee records for all registered children are maintained in an adequate format to allow compliance to be checked immediately. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.

12. *	Fee records have gaps/inadequacies.	<ul style="list-style-type: none"> • Ensure all fee records for all registered children are maintained free of gaps and inadequacies immediately. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
FEES CHARGED		
13. **	The fee charged to parents is not within the limits of the registered fees list as per the HIVE.	<ul style="list-style-type: none"> • Review all fees charged to parents/guardians of CCSP registered children to ensure that they are in line with the fees list as per the Hive and reimburse any parents/guardians that have been overcharged. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
ATTENDANCE RECORDS		
14. ***	Attendance Records do not exist.	<ul style="list-style-type: none"> • No further Service Provider action is possible as this constitutes a serious compliance infringement. This may result in financial implications, including an assumption of zero hours.
15. ***	Attendance records for all rooms are not available on-site for inspection on day of initial inspection.	<ul style="list-style-type: none"> • Ensure that all attendance records since the start of the Programme year, for all session(s)/room(s), are available on-site for inspection at all times.
16. ***	Attendance records for all rooms are not available on-site for inspection on day of revisit.	<ul style="list-style-type: none"> • Ensure that all attendance records for all session(s)/room(s) are maintained on-site, in the required format and be made available for inspection at all times. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
17. ***	Attendance records are not in an adequate format to allow compliance to be checked.	<ul style="list-style-type: none"> • Ensure that all attendance records for all session(s)/room(s) are maintained on-site, in the required format and be made available for inspection at all times. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.

18. **	Attendance records have gaps/inadequacies.	<ul style="list-style-type: none"> • Ensure that all attendance records for all session(s)/room(s) are maintained on-site, in the required format and be made available for inspection at all times. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date.
OVERCLAIMS²		
19.	HIVE was not reflective of all absenteeism.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are reflective of any absenteeism. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>
20.	HIVE was not reflective of all leavers.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are reflective of any leavers. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>
21.	HIVE was not reflective of all under-attendance of 4 weeks or more.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are reflective of any under-attendance. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>

² The categorisation of Minor / Moderate / Major non-compliant for Overclaims will be determined by the percentage of **correct** registrations identified in the sample checked.

- >95 - <100% Minor non-compliant
- >80 - <=95% Moderate non-compliant
- <= 80% Major non-compliant

22.	HIVE was not reflective with regards to actual start dates of child/ren.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are reflective of correct start dates. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>
23.	Not all registered HIVE children have taken up their place in the Service.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are based on children who have actually taken up their place. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>
24.	Not all registered HIVE children have been evidenced in the attendance records.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and all registered children are recorded in attendance records. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any compliance corrections recorded to be actioned by Pobal.</p>
25.	HIVE Registrations were incorrect with regard to facility the child is attending.	<ul style="list-style-type: none"> • Ensure that all registrations on the Hive are kept up to date in line with the rules of the programme and are based on children who have actually taken up their place within the correct childcare facility. • Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <ul style="list-style-type: none"> • Note: any compliance corrections recorded to be actioned by Pobal.

CLOSURES

26. ***	Calendar requirements have not been met: > 2 days	<ul style="list-style-type: none">• Ensure that the calendar on the Hive is up to date and reflects all closure day/s.• Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any calendar correction/update in relation to any identified unreported closure days to be actioned by Pobal and may result in a reduction of funding relevant to the closed days.</p>
27. **	Calendar requirements have not been met: <= 2 days	<ul style="list-style-type: none">• Ensure that the calendar on the Hive is up to date and reflects all closure day/s.• Complete a self-declaration within the compliance report on the Hive by the Rectification Due date. <p>Note: any calendar correction/update in relation to any identified unreported closure days to be actioned by Pobal and may result in a reduction of funding relevant to the closed days.</p>