

Accessing the NCS Compliance Report on Hive

Service Provider Portal (Hive) – Accessing the Compliance Report

When a **NCS Programme Inspection** is finalised by the Compliance Team, a notification will be issued to the Service Provider Portal (Hive) informing the Provider that the Compliance Report is available. The Hive user can view their Compliance report either through the link within the **Notification** or they can access the report through the **Compliance** tab as shown below.

The screenshot shows the Service Provider Portal (Hive) interface. The top navigation bar includes the logo, the text "SERVICE PROVIDER PORTAL (UAT-NEW)", a search bar, and a user profile dropdown. The main navigation menu contains: MY ACCOUNT, PROGRAMMES, REGISTRATIONS, APPLICATIONS, FUNDING, COMPLIANCE (highlighted with a red box), REQUESTS, RESOURCES, and ANNOUNCEMENTS. A notification bell icon with "112" is also highlighted with a red box. Below the navigation, there is a breadcrumb trail "Home > Service Provider Notifications" and a search bar. A table of notifications is displayed with the following columns: Notification Title, Recipient Action Required, Created On, and Opened? (highlighted with a red box). The first row is highlighted with a red underline and contains the text "The Compliance Report for NCS 2020 is now published".

Notification Title	Recipient Action Required	Created On	Opened?
The Compliance Report for NCS 2020 is now published	No	31/08/2021 16:38	No
Claim Correction Issued	No	31/08/2021 16:38	No
Claim Correction Issued	No	31/08/2021 16:37	No

The screenshot shows the "View Details" modal for a notification. The modal is titled "View Details" and has a close button. It is divided into sections: GENERAL, Title, ID, Notification Text, Service Provider, User, Opened By, and Opened On. The "Title" field contains "The Compliance Report for NCS 2021 is now published" and the "ID" field contains "NOT-8600000570". The "Notification Text" field contains the following text: "The findings relating to the Compliance Inspection at your service Simona's Service (Ref: 2021/0640) for NCS 2021, completed on 23/05/2022 are now available. Please click on the link below to view the Compliance Report. The inspection outcomes are based on the checks conducted on the day of the inspection. The rectification action(s) required are included within the report. If you have any queries about the findings, please contact Pobal Compliance via the Early Years Hive Service Request Form, quoting your Service Provider". The "Service Provider" field contains "Simona's Service" and the "User" field contains "Tommy Kelly". The "Opened By" field is empty and the "Opened On" field is empty. At the bottom of the modal, there are three buttons: "View Compliance Report" (yellow), "Archive" (white), and "Delete" (red). A "Mark as Read" button (yellow) is also present at the bottom right.

Please read the notification text and then open the compliance report for details.

Below is a list of your Compliance Inspections per relevant Programme. Please select an inspection to view the details including any follow-up actions required and the corresponding rectification due date.

If you have any queries in relation to the findings, please contact Pobal Compliance via the [Hive Service Request Form](#) and quoting your DCYA Reference number and the Compliance Review ID.

Visit Completion From Date



Apply

Compliance Review ID	Compliance Cycle	Programme Call	Visit Date	Compliance Outcome	Action Required?	Notified On	Rectification Due	Inspection Stage
INSP-0000000076	2020/2021 Compliance	NCS 2020	19/08/2021 10:08	Non-Compliant	Yes	31/08/2021	01/09/2021	Follow-up

Compliance Review ID is useful when raising a Hive Service Request

To open the report, click on the Compliance Review ID or on the yellow drop-down symbol

This page provides information on the Compliance inspection findings

Compliance Review id	Visit Completion Date	Compliance Outcome - Final
INSP-0000000076	19/08/2021 10:08	NCS 2020 Non-Compliant
Programme Call	Rectification Due	Inspection Stage *
NCS 2020	01/09/2021	Follow-up ▾

Generic information regarding the Compliance Inspection. If the stage is Follow-up, there may be actions required for the Service Provider, by a specified Rectification Due Date. The rectification actions required will be outlined in the Non-compliance details grid below.

OUTCOMES SUMMARY

This list outlines the summary of outcomes at category level. Please scroll through all the relevant pages below to view the outcomes of Compliant or Non-Compliant for each individual compliance check conducted. For details of any non-compliance, please see the Non-Compliance Detail section below.

Inspection Category	Compliance Outcome - Final
Pre-Requisites	NCS 2020 Compliant
Service Calendar	NCS 2020 Non-Compliant
Parental Agreement	NCS 2020 Non-Compliant
Fees List	NCS 2020 Compliant

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This provides Outcomes at Inspection Category level. Scroll through all pages, and then scroll down for all the non-compliance details (if applicable)

NON-COMPLIANCE DETAIL

The list below outlines each non-compliant outcome reason and where relevant, the action required from the Service Provider. Where there is a Rectification Due date outlined, the Service Provider is required to take action by that date, otherwise a sanction and/or financial correction will apply. Please scroll through the relevant pages and open each outcome reason to view further details.

Inspection Category	Outcome Reason	Statutory Review	Action Required	Rectification Due	Rectification Status	Display Sequence	
Service Calendar	Service Provider is not displaying the most up to date Calendar within the Service in an area access...	No	Provide Evidence	01/09/2021	Pending	2020.N.0040	▼
Service Calendar	Service Provider has not published its most up to date Calendar on its online platforms.	No	Provide Evidence	01/09/2021	Pending	2020.N.0050	▼
Parental Agreement	Signed Parental Agreements not on file for all current registered children	No	Provide Evidence	01/09/2021	Pending	2020.N.0060	▼
Parental Agreement	Parental agreements not up to date with respect to fees indicated on the Hive	No	Self-declaration	01/09/2021	Pending	2020.N.0080	▼

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This grid will show the details for each Non-Compliant outcome with the relevant **Action required** and the **Rectification due date**. Scroll through all relevant pages if more than one page. Open each item by clicking on the yellow drop-down symbol to the right, to view more details and how to take the rectification actions for non-compliance outcomes. If the action required column shows 'Follow-up required', that means an on-site visit conducted by a Compliance Authorised Officer may occur.

EDIT

Outcome Reason *

NCS 2020: Service Provider is not displaying the most up to date Calendar within the Service in an area accessible to parents

Rectification Due

01/09/2021

Rectification Status

Pending

Service Provider to display the up to date calendar in an area accessible to parents. The Service Provider shall submit a self-declaration and photographic evidence, through the Hive, of the up to date calendar on display within the Service within 30 calendar days of this notification. Failure to complete this rectification action and/or to submit evidence through the Hive within the required timeframe, will result in the application of a sanction i.e. the withdrawal/withholding of PSP as per the NCS Policy Guidelines.

+ Create

File Full Name ▲ Description

There are no records to display.

I confirm that the most up to date calendar is on display within the Service, in an area(s) accessible to parents. I have submitted photographic evidence to this effect.

Submit

When the Service Provider is declaring rectification actions have been taken, they can attach multiple documents if needed (PDF or Jpeg) by clicking on **+Create** and then tick the box for their '**self-declaration**' action, by clicking **Submit**.

Please note: Once that action is submitted, the user can no longer add anything else for this Outcome Reason rectification action. Please raise a Hive Request if you require any assistance with the Compliance report on Hive.

EDIT

Outcome Reason *

NCS 2020: Service Provider is not displaying the most up to date Calendar within the Service in an area accessible to parents

Rectification Due

01/09/2021

Description

Photo of calendar on display in reception area

Service Provider to display the up to date calendar in an area accessible to parents. The Service Provider shall submit a self-declaration and photographic evidence, through the Hive, of the up to date calendar on display within the Service within 30 calendar days of this notification. Failure to complete this rectification action and/or to submit evidence through the Hive within the required timeframe, will result in the application of a sanction i.e. the withdrawal/withholding of PSP as per the NCS Policy Guidelines.

Upload Document *

Choose File | test.doc.pdf

File Full Name ▲ Description

There are no records to display.

Submit

VIEW DETAILS ×

Outcome Reason *
NCS 2020: Service Provider is not displaying the most up to date Calendar within the Service in an area accessible to parents

Rectification Due **Rectification Status**

01/09/2021 Submitted ▼

Service Provider to display the up to date calendar in an area accessible to parents. The Service Provider shall submit a self-declaration and photographic evidence, through the Hive, of the up to date calendar on display within the Service within 30 calendar days of this notification. Failure to complete this rectification action and/or to submit evidence through the Hive within the required timeframe, will result in the application of a sanction i.e. the withdrawal/withholding of PSP as per the NCS Policy Guidelines.

File Full Name ▲	Description
test doc.pdf	Photo of calendar on display in reception area

I confirm that the most up to date calendar is on display within the Service, in an area(s) accessible to parents. I have submitted photographic evidence to this effect.

Once the rectification action is completed, the action will show the status as 'Submitted'. The user can no longer edit this action. The Compliance Team will review the attachments and determine if the Outcome Reason is 'Rectified'.

Under the **Non-Compliant Details** grid you will see the **Inspection Comments**, then **Claim Corrections**, **Calendar Closure adjustments**, **Registration Inspections list** and **Compliance Determinations**, if there are any.

INSPECTION COMMENTS

Inspection Category ▲	Comment
Attendance Records	There were 4 children without a sign-out time evidenced on 3 occasions, in the attendance records checked on the day of inspection. There were 4 children without a sign-out time evidenced on 3 occasions, in the attendance records che
Closures	Service closed for a day that was already paid, but not notified.
Overclaims	Not all claims are correct and some children left service or didn't take up the place
Parental Agreement	Not all signed PAs on file and some PAs are out of date re fees indicated.

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For lengthy comments, slide the bar to the right.

CLAIM CORRECTIONS

The list below outlines the corrections that will apply to the relevant paid claim weeks for each relevant child, as identified during the Compliance Inspection. Please scroll through the relevant pages, where applicable.

The Corrected Hours outlined will be adjusted automatically on the Effective Date shown on the list

Week Beginning ▲	To Week Ending	Claim Id	Claim Type	Calendar Closure Adjustment	Child Name	Claim Hours (Corrected)	Non Term Hours (Corrected)	Reason	Effective Date
1/2021	14/03/2021	CLM-3000000045	Weekly		[REDACTED]	0.00	0.00	Return not reflective of absenteeism	03/09/2021
3/2021	18/04/2021	CLM-0000000687	Weekly		[REDACTED]	0.00	0.00	Child did not take up their place	03/09/2021
3/2021	18/04/2021	CLM-7000000030	Weekly		[REDACTED]	0.00	0.00	Returns not reflective of 'leavers'	03/09/2021
4/2021	18/04/2021	CLM-2000000037	Weekly	21WW0026: Closure Adjustment 12/04/2021	[REDACTED]	36.00	0.00	Calendar Closure Adjustment	03/09/2021

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[Click here to view the full list of Claim Corrections](#)

CALENDAR CLOSURE ADJUSTMENTS

The list below displays any closed week that had not been updated on Hive prior to the Compliance Inspection. If there are any claim correction resulted from the calendar closures adjustment, these are outlined in the Claim Correction list above.

Week Beginning ▲	Hours of Service Published in Calendar	Hours of Service Actually Offered	Adjustment Comment
22/11/2021	40.00	0.00	closed 1 week from 22/11/2021

REGISTRATION INSPECTIONS

Parental Agreements Sample

Child Name ▲	Parental Agreement on file?	Parental Agreement Comment	Complies with no co-payment rule?	Co-payment correct?	Parent
[REDACTED]	Yes			Yes	
[REDACTED]	Yes			Yes	
[REDACTED]	Yes			Yes	

This list will show registrations that have been checked during the Inspection and, where applicable, the determinations made during any potential follow-up visits with regards to Parental Agreement or Attendance Records infringements, showing the status as 'Rectified' or 'Not Rectified'.

Attendance Records Sample (NCS)

Child Name ▲	Attendance records for prior periods exist?	Attendance Records adequate?	Attendance Records available?	Attendance Records Comment	Attendance Records determination	Comments
558874414V	Yes		No		Not Rectified	Assume Zero - End Claim
[REDACTED]	Yes	Yes	Yes			
[REDACTED]	Yes	Yes	Yes			
[REDACTED]	Yes		No		Claims no longer active	

If the Rectification Actions required have not been actioned satisfactorily within the defined timeframe, a Sanction may be applied to the Service Provider.

COMPLIANCE DETERMINATIONS

Determination Type ▲	Is Sanction?	Determination Status	Determination Start Date	Additional Information
PSP Sanction	Yes	Confirmed	24/03/2022	NCS reversal of €231
PSP Sanction	Yes	Confirmed	24/03/2022	ECCE reversal of €432.1
PSP Sanction	Yes	Confirmed	24/03/2022	CCSP reversal of €123.45

Should you have any queries in relation to the NCS Compliance Inspection, please contact the Compliance Team by raising a **Request on Hive** as follows:

Request Programme: NCS

Request Category: Compliance

Request Type Detail: Inspection



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