

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.

View Details

GENERAL

Title	ID
The Compliance Report for NCS 2023 is now published	PP-3669807

Notification Text Copy Text

Hello SP359 SP359,

The findings relating to the Compliance Inspection at your service SP359 (Ref: 2023-11-000000) for NCS 2023, completed on 25/08/2023 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. Please note that if rectification actions are not taken by the deadlines as set out in your Compliance Report, a sanction will apply in accordance with the NCS Policy Guidelines, section 15.4, i.e. withholding/withdrawal of PSP for the programme year. If you have any queries about the findings, please contact Pobal Compliance via the HIVE Service Request Form, quoting your Service Provider Reference number and the Compliance Review ID. The compliance team will answer any questions you have about the results, and can provide clarifications where needed.

Service Provider	User
SP359	SP359 SP359
Opened By	Opened On

[View Compliance Report](#)

Early Years hive SERVICE PROVIDER PORTAL (UAT-NEW)

Search Portal Content

SP355 (2023-11-000000) SS

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WELCOME

Welcome to the Early Years Hive - the dedicated early years programme portal for service providers.

Make sure to check out the Resources section to help you navigate your way through and make the most out of the Hive.

The Early Years Provider Centre (EYPC) is open Monday to Friday 9am to 5pm (10am to 3pm on Wednesday).

NSAI

Service Provider

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

Take note of all the columns in the list for an overview of the report, such as **Compliance Outcome**, **Action Required?** Or **Rectification Due**, where these are applicable. Then, open the report to view further details and any possible actions to be taken.

EarlyYearshive SERVICE PROVIDER PORTAL (UAT-NEW)

Search Portal Content

SP359 (2023/2024) SS

Home > Programme Inspections

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 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-0000000361	2023/2024 Compliance	NCS 2023	25/08/2023 16:27	Major Non-Compliant	Yes	25/08/2023	26/08/2023	Follow-up

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

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

This page provides information on the Compliance inspection findings

This grid shows generic information regarding the Compliance Inspection. If the **Inspection 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.

Compliance Review id	Visit Completion Date	Compliance Outcome - Final	Notified On
INSP-0000000394	21/09/2023 10:28	NCS 2023 Major Non-Compliant	21/09/2023
Programme Call	Rectification Due	Inspection Stage *	
NCS 2023	19/10/2023	Follow-up	

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

Inspection Category	Compliance Outcome - Final
Pre-Requisites	NCS 2023 Compliant
Service Calendar	NCS 2023 Compliant
Parent Statement	NCS 2023 Moderate Non-Compliant
Fees List	NCS 2023 Compliant

[1](#) |
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 [3](#)

This Outcomes Summary list provides an overview of outcomes at **Inspection Category** level. Scroll through all pages, and then scroll down for the non-compliance detail (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 may apply. Please scroll through the relevant pages and open each outcome reason to view further details.

Inspection Category	Outcome Reason	Outcome Type ▲	Statutory Review	Action Required	Rectification Due	Rectification Status	Rectified On
Fees List	The Service Provider is not displaying the most up to date Fees List (from the Hive) within the Serv...	Confirmed	No	Provide Evidence	19/10/2023	Pending	
Parent Statement	Signed Parent Statements not on file for all current registered children (< 90% available) - Condi...	Confirmed	No	Follow-up Required	19/10/2023	Pending	
Parental Co-Payment	Service has charged a co-payment/fee for sponsored children	Confirmed	Yes	Self-declaration	19/10/2023	Pending	
Attendance Records	Attendance records for prior periods do not exist (e.g. destroyed, lost or never kept) - historical ...	Confirmed	No	Self-declaration	19/10/2023	Pending	

◀ 1 2 3 ▶

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 2023: The Service Provider is not displaying the most up to date Fees List (from the Hive) within the Service in an area accessible to parents

Rectification Due

19/10/2023

Rectification Status

Pending

The Service Provider shall display their up-to-date fees list, as per the Hive, in an area(s) accessible to parents. The Service Provider shall upload photographic evidence of the up-to-date fees list on display within the Service, using the upload button below. In addition, the Service Provider shall complete a self-declaration by the Rectification Due Date, by selecting the tick box below. Failure to complete this rectification action i.e., to upload the relevant evidence and to complete the self-declaration by the Rectification Due Date, may result in the application of a sanction.

+Upload

File Full Name ▲ Description

There are no records to display.

Self-declaration: By ticking this box I confirm that the most up to date fees list, as per the Hive, is on display within the Service, in an area(s) accessible to parents. I have submitted photographic evidence to this effect.

Submit

If the action required is a "Self-Declaration", please read the details carefully and use the tick box provided in the window, then click on **Submit**. The **Rectification Status** will change to "Rectified".

If the action required is to "Provide Evidence" you can attach multiple documents if needed (PDF or Jpeg) by clicking on **+Upload** and then tick the box for their 'self-declaration' action, then click **Submit**.

Once the rectification action is completed, the **Rectification Status** will change to 'Submitted'. The user can no longer edit this action. The Compliance Team will review the attachments and determine if the non-compliance 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. The **Inspection Comments** section will outline details regarding each relevant Inspection Category, please read these comments carefully.

INSPECTION COMMENTS

Inspection Category ▲	Comment
Attendance Records	Test Attendance records comment
Closures	2 closed days identified.
Fees List	Fees list inspection comment
Fees Records	Fees records comment

◀ 1 2 ▶

Take note of all the columns in the list to understand the claim correction applied. The **Claim Hours (corrected)** outlined will be adjusted automatically on the **Effective Date** shown on the list. The value of each correction is available by selecting the yellow dropdown and choose "View Allocation".

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 Claim Corrections will be implemented on the "Effective Date" shown. The value of each correction is available by selecting the yellow dropdown at the end of each row and choose "View Allocation". The "Allocation value" is displayed in brackets and this represents a negative value, which will be deducted from the next payment run, when the Allocation Status is shown as "Approved"

From Week Beginning ▲	To Week Ending	Claim Id	Claim Type	Calendar Closure Adjustment	Child Name	Claim Hours (Corrected)	Non Term Hours (Corrected)	Reason	Effective Date
27/02/2023	20/08/2023	CLM-5000000115	Weekly		[Redacted]	0.00		Child not evidenced in attendance records	22/09/2023 ▼
27/02/2023	20/08/2023	CLM-4000000114	Weekly		[Redacted]	0.00		Child not evidenced in attendance records	22/09/2023 ▼
20/03/2023	16/04/2023	CLM-5000000116	Weekly		[Redacted]	20.00		Returns not reflective of under-attendance	22/09/2023 ▼
20/03/2023	30/04/2023	CLM-6000000105	Weekly		[Redacted]	0.00		Return not reflective of absenteeism	View Allocations

◀ 1 2 3 4 ▶

View Details

Can either scroll through the relevant pages or open the full list of claim corrections.

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

VIEW DETAILS ×

GENERAL

Claim * CLM-5000000116	Correction Type * Overclaims
Claim Type * Weekly	Correction Stage Notified
Start Week * 20/03/2023	Initiated By * Pobal Compliance
End Week * 16/04/2023	Effective Date 22/09/2023

Allocation Date ▲	Allocation Source	Allocation Status	Allocation Value	Child	Allocation Description
16/04/2023	Claim Correction Hours	Provisional	(€35.00)	Child 1	-25.00 hours x €1.40
09/04/2023	Claim Correction Hours	Provisional	(€35.00)	Child 1	-25.00 hours x €1.40
02/04/2023	Claim Correction Hours	Provisional	(€35.00)	Child 1	-25.00 hours x €1.40
26/03/2023	Claim Correction Hours	Provisional	(€35.00)	Child 1	-25.00 hours x €1.40

The value of the corrections is depicted in brackets (i.e. negative value) and is applied for the relevant week where there has been a positive allocation paid in relation to that specific claim. The **Allocation Description** column will outline the reduction of negative hours multiplied by the value of the subsidy applicable to that claim.

Where a **Calendar closure adjustment** is required, this will be outlined in the grid below and any relevant claim corrections resulted from that closure will be outlined in the 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 corrections resulted from the calendar closures adjustment, these are outlined in the Claim Corrections list above.

Week Beginning ▲	Hours of Service Published in Calendar	Hours of Service Actually Offered	Adjustment Comment
12/12/2022	45.00	9.00	closed 4 days, only open 1 day

REGISTRATION INSPECTIONS

NCS Parent Statements List

Child Name	CHICK (Registration)	NCS Parent Statement sample	NCS Parent Statement on file?	NCS Parent Statement Comment	Complies with no co-payment rule?	Co-payment correct?	NCS Parent Statement determination
Sarah Smith	J000 011-03	Yes	No	not on file			
Miriam Freeman	U000 012-04	Yes	Yes			Yes	
Sharon	R000 014-05	Yes	No				
Michelle	M000 014-01	Yes	Yes				
Kristin	D000 001-02	Yes	Yes				
Franklin	J000 013-04	No					
Daisy	S000 040-01	No					

These two lists will show registrations that have been checked during the Inspection and, where applicable will reflect which registrations were affected by non-compliances. Please take note of all the relevant columns. Registrations affected by **Parent Statement** or **Attendance records** non-compliances will be identified on these lists. If the rectification action is to “provide evidence” in relation to **Parent Statements** then ensure you are submitting the documents relating to the “NCS Parent Statement on file” column. The determinations made during any potential follow-up visits with regards to **Parent Statements** or **Attendance Records** compliance issues will show the status as ‘Rectified’ or ‘Not Rectified’.

Attendance Records List (NCS)

CHICK (Registration)	Incorrect Returns Identified	Attendance Records sample	Attendance records for prior periods exist?	Attendance Records adequate?	Attendance Records available?	Attendance Records Comment	Attendance Records determination	Correction type	Correction hours
F000 010-07	Yes		No				Rectified		
H000 010-04	Yes		No				Rectified		
H000 010-02	Yes	Yes	No	Yes		no times in/out recorded	Claims no longer active		
H000 00000	Yes	Yes	No	Yes		no times in/out recorded	Claims no longer active		
H000 010-01	Yes	Yes	No	Yes		no times in/out recorded	Claims no longer active		
H000 010-00	Yes	No					Not Rectified	Assume Zero - End Claim	0.00
F000 010-06	Yes	No					Rectified		
H000 010-00	Yes	Yes	No	Yes		no times in/out recorded	Claims no longer active		
H000 010-00	Yes	Yes	No	Yes		no times in/out recorded	Claims no longer active		
H000 010-01	Yes	Yes	No	Yes		no times in/out recorded	Not Rectified	Assume Minimum - Reduce Claim	2.00

COMPLIANCE DETERMINATIONS

Determination Type	Is Sanction?	Programme Call	Determination Status	Determination Start Date	Additional Information
Assume Minimum - Reduce Claim	No	NCS 2023	Confirmed	18/09/2023	Claim/s will be reduced due to NCS Compliance rectification actions not rectified.
Assume Zero - End Claim	No	NCS 2023	Confirmed	23/10/2023	Claim/s will be ended due to NCS Compliance rectification actions not rectified.

If the Rectification Actions required have not been actioned satisfactorily by the Rectification Due Date, a **Compliance Determination** of a Sanction or Financial Correction (such as ending or reducing a claim, as identified in the example above) may be applied.

The value of the corrections can also be viewed by navigating to the “Funding” tab at the top of the Hive webpage and selecting “Allocations”. By using the filtering tool, you can identify all the allocations resulted from corrections i.e. filter by “Allocation Source” and select “Claim Correction Hours” and click Apply. The value of the corrections is depicted in brackets (i.e. negative value).

Home > Allocations

The most recent year of allocations data is loaded into the grid below. To see older data, please use the allocation date search filters. See the [Viewing Payments/Funding guide](#) for help.

Allocation Date From: Allocation Date To: Child: Allocation Source: Claim Correction Hours Status: Allocation Paid?: Apply

Payment Instruction:

Recent Allocations Export

Funding Agreement	Payment Instruction	Child	Allocation Description	Allocation Source	Allocation Value	Allocation Date	Approved Date	Status	Registration Identifier
BE4878-NCS23001 / 23DR0059 - B App		Joshua Moss	-30.00 hours x €1.40	Claim Correction Hours	(€42.00)	18/08/2024		Provisional	
BE4878-NCS23001 / 23DR0059 - B App		Rachel Moss	-30.00 hours x €1.40	Claim Correction Hours	(€42.00)	18/08/2024		Provisional	
BE4878-NCS23001 / 23DR0059 - B App		Joshua Moss	-30.00 hours x €1.40	Claim Correction Hours	(€42.00)	11/08/2024		Provisional	
BE4878-NCS23001 / 23DR0059 - B App		Rachel Moss	-30.00 hours x €1.40	Claim Correction Hours	(€42.00)	11/08/2024		Provisional	
BE4878-NCS23001 / 23DR0059 - B App		Joshua Moss	-20.00 hours x €4.54	Claim Correction Hours	(€90.80)	04/08/2024		Provisional	
BE4878-NCS23001 / 23DR0059 - B App		Joshua Moss	-30.00 hours x €1.40	Claim Correction Hours	(€42.00)	04/08/2024		Provisional	

Home > Programme Inspections > Programme Inspection Summary

Print PDF

This page provides information on the Compliance inspection findings

Compliance Review id	Visit Completion Date	Compliance Outcome - Final
INSP-0000000620	30/08/2024 15:52	NCS 2024 Major Non-Compliant

The report can be exported in a PDF format by clicking on the yellow **Print** button at the top of the webpage of the Compliance report