

## CCSP Savers Post Inspection Rectification Actions for Providers

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

- Final compliance outcome (Compliant or Minor Non-Compliant/Moderate Non-compliant /Major Non-Compliant)
- Reason for non-compliance outcome
- Required rectification action (if applicable); and
- Details of any comments and compliance corrections

For non-compliant outcomes, the provider 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 by the Compliance team and each non-compliant outcome will be determined as 'Rectified' or 'Not Rectified'.

Where a provider 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 provider to ensure no sanctions are imposed.

Non-Compliant Outcome Reasons		Non-compliant categorisation	Rectification Action for Provider
<b>PRE-REQUISITES</b>			
1	Approved Provider did not facilitate the inspection – 1 <sup>st</sup> occurrence	Major non-compliant	The Approved Provider shall facilitate any Pobal Visit Officer (VO) at the next compliance inspection and ensure that records are made available for inspection.
2	Approved Provider did not facilitate the inspection – 2 <sup>nd</sup> occurrence	Major non-compliant	No further Approved Provider action is possible as this constitutes a serious Compliance issue. A sanction may be applied.  Facilitate any future compliance inspections.

### SERVICE CALENDAR

3	Approved Provider is not displaying the most up to date Calendar, as per the Hive, within the service in an area accessible to parents	Minor non-compliant	<p>The Approved Provider shall display their up to date calendar, as per the Hive, in an area accessible to parents.</p> <p>The Approved Provider shall upload photographic evidence of the up to date calendar on display within the service, using the upload/create button.</p> <p>In addition, the Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
4	Approved Provider has not published its most up-to-date Calendar, as per the Hive, on its online platforms	Minor non-compliant	<p>The Approved Provider shall publish their up-to-date calendar, as per the Hive, on all online platforms maintained by the provider for the purpose of advertising its services.</p> <p>The Approved Provider shall upload photographic evidence (or screenshots) of the up-to-date calendar published on all relevant online platforms, using the upload/create button below.</p> <p>In addition, the Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>

### PARENTAL DOCUMENTS

5	An up to date, signed Applicant Declaration Form not on file for all currently registered children selected for inspection	Determined by the % of incorrect Applicant Declarations identified in the sample checked. Minor non-compliant ≥ 70% -≤ 89%, Moderate non-compliant <70%	<p>The Approved Provider shall ensure Applicant Declarations for all currently registered children are up to date, signed by both parties and on file.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
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6	Signed Parent Statement not on file for all currently registered children, as per the sample selected for inspection	Determined by the % of incorrect Parent Statements identified in the sample checked. Minor non-compliant <95% - ≥90%, Moderate non-compliant <90%	<p>The Approved Provider shall ensure that Parent Statements for all currently registered children are signed by both parties, dated and on file.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
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**FEE TABLE**

7	The Approved Provider is not displaying the most up to date Fee Table, as per the Hive, within the service in an area accessible to parents	Minor non-compliant	<p>The Approved Provider shall display their up-to-date Fee Table, as per the Hive, in an area accessible to parents.</p> <p>The Approved Provider shall upload photographic evidence of the up-to-date Fee Table on display within the Service, using the upload/create button below.</p> <p>In addition, the Approved Provider shall complete a self-declaration by the Rectification Due Date, by selecting the tick box.</p>
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8	The Approved Provider has not published its most up-to-date Fee Table, as per the Hive, on all its online platforms	Minor non-compliant	<p>The Approved Provider shall publish their up-to-date Fee Table, as per the Hive, on all online platforms maintained by the provider for the purpose of advertising its services.</p> <p>The Approved Provider shall upload photographic evidence (or screenshots) of the up-to-date Fee Table published on all relevant platforms, using the upload/create button below.</p> <p>In addition, the Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
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9	The Fee Table on the Hive does not comply with programme requirements	Moderate non-compliant	<p>The Approved Provider shall ensure that their Fee Table on the Hive is up to date, complies with programme requirements and is displayed within the service and published online (if applicable).</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
<b>FEE RECORDS</b>			
10	Fee records are not available for inspection on-site	Moderate non-compliant	<p>The Approved Provider shall ensure that fee records for all registered children are available for review on-site.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
11	Fee records are not adequate to allow compliance to be checked	Moderate non-compliant	<p>The Approved Provider shall ensure that fee records for all registered children are maintained in an adequate format to allow compliance to be checked.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
<b>Fees Charged</b>			
12	The fee charged to parents/guardians is not reflective of the full subsidy received	Moderate non-compliant	<p>The Approved Provider shall review all fees charged to parents/ guardians of CCSP registered children to ensure they are reflective of the full subsidy received and to reimburse any parents/guardians that have been overcharged.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>

### Attendance Records

13	Attendance records for the period under review do not exist – submit evidence	Major non-compliant	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall upload evidence using the upload button, of attendance records of DCEDIY funded children currently being maintained (see Inspection Comments section for details of records to be submitted).</p> <p>In addition, the Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
14	Attendance records for the period under review do not exist – historical issue	Major non-compliant	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
15	Attendance records for all rooms are not available on-site for inspection on day of initial inspection	Major non-compliant	The Approved Provider shall 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	Major non-compliant	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>

17	Attendance records are not in an adequate format to allow compliance to be checked – submit evidence	Major non-compliant	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall upload evidence using the upload button, of attendance records of DCEDIY funded children currently being maintained (see Inspection Comments section for details of records to be submitted).</p> <p>In addition, the Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
18	Attendance records are not in an adequate format to allow compliance to be checked – historical issue	Major non-compliant	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>
19	Attendance records have gaps/inadequacies	Moderate non-compliant	<p>The Approved Provider shall ensure that all attendance records for all session(s)/room(s) are maintained on-site, in the required format and free of any gaps and/or inadequacies and be made available for inspection at all times.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p>

## OVERCLAIMS

20	Hive was not reflective of all absenteeism	Determined by the % of incorrect registrations identified in the sample checked. Major – greater than or equal to 20% not updated Moderate – greater than or equal to 5% but less than 20% not updated. Minor – less than 5% not updated.	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>
21	Hive was not reflective of all leavers	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>
22	Hive was not reflective of all under-attendance of 4 weeks or more	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>

23	Hive was not reflective with regards to actual start dates of child/ren	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>
24	Not all registered Hive children have taken up their place in the service	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>
25	Not all registered Hive children, as per sample reviewed, have been evidenced in the attendance records	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>



26	Hive Registrations were incorrect with regard to facility the child is attending	See above	<p>The Approved Provider shall 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.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> Pobal will action a compliance correction in relation to all identified overclaims. The corrections will come into effect on the date of the Compliance notification.</p>
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**CLOSURES**

27	Calendar requirements have not been met: more than 1 day closure not reflected on calendar	Major non-compliant	<p>Going forward, the Approved Provider shall ensure that the CCSP calendar on the Hive is up to date and reflects all closure days.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> In relation to the identified unreported Closure(s), Pobal will action a compliance financial correction in relation to any identified overclaims.</p>
28	Calendar requirements have not been met: 1 day closure not reflected on calendar	Moderate non-compliant	<p>Going forward, the Approved Provider shall ensure that the CCSP calendar on the Hive is up to date and reflects all closure days.</p> <p>The Approved Provider shall complete a self-declaration, by the Rectification Due Date, by selecting the tick box.</p> <p><b>Note:</b> In relation to the identified unreported Closure(s), Pobal will action a compliance financial correction in relation to any identified overclaims.</p>